



Cañada College ♦ College of San Mateo ♦ Skyline College

## GENERIC POSITION DESCRIPTION

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### DIRECTOR OF FINANCIAL AID SERVICES

A Classified Supervisory Position (Exempt)  
Grade 192E – Salary Schedule 35

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#### A. General Statement

The Director of Financial Aid Services performs professional supervisory work involved in strategic planning, implementation, supervision and evaluation of financial aid and related programs, services and staffing for a community college. Under direction, the employee is responsible for developing and implementing a comprehensive program of student financial aid services, and for assessing their effectiveness relative to the student population. Public contact is extensive and includes students, staff, other educational institutions, funding and governmental agencies, and the general public for the purpose of exchanging information related to College and District policies and related procedures. A high degree of independent judgment and creativity is required to interpret and adapt required regulations to District policies and procedures, and to develop, implement and evaluate a variety of student programs. Consequences of errors in judgment could be costly in quality of service delivery, funding, public relations and employee time. A Director of Financial Aid Services can supervise the work of staff at various levels, student assistants and volunteers as assigned.

#### B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Exchanges information with funding sources, government agency representatives, students, staff, other educational institutions, and the general public regarding College and District financial aid and related program policies and procedures
2. Serves as primary technical resource for the College and District regarding financial aid and various related student services
3. Attends workshops, conferences, and other events to obtain current information related to financial aid and related student services
4. Makes presentations to small and large groups to publicize and present information related to the services offered, eligibility and follow-up
5. Participates in student recruitment teams
6. Drives a motor vehicle to visit off-campus sites
7. Trains, supervises and evaluates the work of staff
8. Makes recommendations for the employment of new staff

9. Confers with management and other staff regarding short- and long-range service delivery, program planning, implementation, evaluation of program services and staff
10. Implements a continuing education training program for staff to update employees on required program elements
11. Sets up and maintains a database of student and funding agency records in conjunction with other College, information technology and other District staff; enters, modifies and retrieves confidential and other detailed online data regarding student participants and program services
12. Directs and participates in the design of required College and District forms
13. Provides input into the design and modification of various computer programs, screens and reports
14. Uses a variety of computer software to research, compile data for, format and prepare financial, demographic, statistical and other special and regular reports, correspondence, electronic communications and other materials
15. Tracks and reports on trends in student population changes, economic status, college completion rates, student usage of related College services, and other data
16. Researches data for and completes required funding agency and District reports and surveys
17. Makes presentations to management and other groups about status of financial aid and other related student services
18. Researches and initiates new funding resources of student financial aid; directs a student job placement program
19. Serves as primary program director for new financial aid and related student services programs
20. Composes and prepares reports, correspondence, memoranda, and other written materials
21. Develops and maintains written documentation of financial and related student services policies and procedures, including desk manuals and publicity materials
22. confers with students, staff and others, as applicable, to resolve complex application and eligibility issues; reviews funding and other student applications, and issues final decisions regarding eligibility
23. Confers with lead and other staff to evaluate student eligibility, program changes, enrollment trends, strategic plans for program updates, improvements in customer services, timelines, required deadlines, and other logistical issues
24. Performs other related duties as assigned

### **C. Requirements**

1. Bachelor's degree in business administration or a closely related field
2. Successful work experience of increasing responsibility in financial assistance or related eligibility and client services that has included educational, governmental, private, and other agency financial donors
3. Experience with the implementation and evaluation of detailed regulations
4. Skill in written and oral communication, including public speaking
5. Skill in compiling data for and preparation of statistical, financial, and other data for a variety of reports
6. Skill in the use of spreadsheet and other computer software
7. Skill in training, directing, supervising, and evaluating the work of others
8. Extensive public contact experience with demonstrated skill in respectful and sensitive communication with people who are diverse in their cultures, language groups, and abilities

OR

An equivalent combination of education and experience

### **D. Physical/Other Requirements**

This classification requires data analysis and comparison; attention to detail; interactions with a variety of people simultaneously; accurate work under deadline pressure; persuasive communication, tact, patience, visual comparison; confrontation; flexibility, adaptability; alternating sitting, standing; and driving a motor vehicle to off-campus sites, in order to perform the essential functions.

**E. Knowledge, Skills & Abilities**

1. Knowledge of the resources available for financial aid, such as loans, grants, vouchers and scholarships to California community college districts
2. Knowledge of the regulations, policies and required procedures of student financial aid funding resources
3. Skill in strategic program planning, implementation, evaluation and modification
4. Knowledge of management techniques related to budgeting, reporting, and recordkeeping of financial and other student data
5. Skill in training, supervising and evaluating the work of staff
6. Skill in planning, implementing and evaluating a program budget
7. Skill in using a variety of computer software and a database to set up and track complex data, research, format, and prepare statistical, financial and other reports, correspondence, and other materials
8. Skill in communicating effectively with people at various levels within an organization who are diverse in their cultures, language groups and abilities
9. Skill in oral communication, including persuasive communication and public speaking
10. Ability to establish and maintain an effective and efficient work team which promotes high-quality customer service ideals

(3/2015)