



JOB DESCRIPTION

CLOSING DATE: Friday, August 23, 2019

TITLE: Assistant Director of Financial Aid

COLLEGE/SCHOOL/DEPT: Financial Aid

DATE PREPARED: August 2019

REPORTS TO: Director of Financial Aid

FLSA: Exempt

POSITION SUMMARY:

The Assistant Director assists in awarding and reconciling all financial aid programs, and is responsible for overseeing the financial aid computing systems (Jenzabar EX, PowerFAIDS, EdConnect, EdExpress, OpenNet, HEC Board), and the completion of reports and analyses used for federal, state, and institutional reporting. Supports the overall financial aid function. The administrative responsibilities entail professional judgment decisions, work flow management, funds management, federal compliance, and customer correspondence. In addition, this position provides general financial aid counseling to students, parents, and prospective students on all state, federal and University student aid programs.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Supervises, manages, trains, instructs and monitors work performed by financial aid employees in the area of student financial aid eligibility, awarding, customer service and published information.
2. Plans, coordinates, and evaluates short and long range goals for financial aid awarding. Consults with Director for problem resolution and to develop policies and over-all office goals.
3. Determines student eligibility for state and federal financial aid programs and ensures that verification of applicants is completed in a timely manner according to federal guidelines.
4. Awards state and federal financial aid programs to eligible students in accordance with state and federal regulations by university mandated deadlines.
5. Assists the director in completing federal and state financial aid reports in a timely manner.
6. Develops and maintains quality edit checks to ensure regulatory compliance.
7. Plans and conducts annual financial aid workshops.
8. Develops, revises and updates financial aid processing forms and applications.
9. Counsels students and parents concerning financial aid eligibility and ensures good customer service during in-person visits and by phone.
10. Works to improve performance of financial aid programs and processes.
11. Provides on-going customer service and ensure the development of sound working relationships with all campus departments.
12. Attends financial aid training sessions to stay current on federal and state laws concerning financial aid. Writes policies and procedures for all tasks performed by processing staff and update as required by federal and state laws.
13. Represents Heritage University in the most positive manner with prospective, former and current students, clients, suppliers and the community we serve. Interacts effectively with a diverse group of faculty, staff, students and other customers of our services, learns and uses operating practices of the department and Heritage University.

14. Upholds the Heritage University Mission Statement.
15. Handles confidential information with tact, discretion and in compliance with FERPA regulations.

OTHER DUTIES AND RESPONSIBILITIES:

1. Performs other functions as necessary or as assigned.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

EDUCATION

Bachelor's degree in Business Administration or related area required. Financial aid and supervisory experience preferred. Additional job related experience/and/or education may substitute for the required education on a year-for-year basis.

- Knowledge of personal computer and mainframe computer applications related to financial aid.
- Knowledge of financial aid regulations, practices, and resources preferred.
- Skill in evaluating and supervising employees, providing direct training when needed.
- Ability to deal effectively with students, parents, employees, outside agencies and university administrators.
- Ability to handle multiple tasks with short deadlines.
- In-depth knowledge and understanding of current financial aid needs analysis methodology and federal and state financial aid program guidelines preferred
- Ability to communicate effectively in writing.
- Ability to communicate orally, both in person and by telephone.
- Ability to travel to centers and off campus sites for information presentations and trainings.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is occasionally required to stand; walk; sit for long periods of time; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must have the ability to occasionally lift and/or move up to 25 pounds and push, pull, or drag approximately 40 pounds.

APPLICATION INFORMATION AND DEADLINE: Application should include a Cover letter, Resume, List of references (*names, e-mail addresses and phone numbers of 3-5 current professional references.*) Review of applications will begin immediately and will continue until the closing date.

Closing Date: Friday, August 23, 2019

To apply, please email application material to: Humanresources@heritage.edu or Heritage University Office of Human Resources 3240 Fort Road Toppenish, WA 98948.