



JOB DESCRIPTION

TITLE: Director, Financial Aid

DEPARTMENT: Financial Aid

DATE PREPARED: Sept 2021

REPORTS TO: VP of Student Affairs

FLSA: Exempt

POSITION SUMMARY:

The Director of Financial Aid is responsible for the development and implementation of financial aid strategies, policies, and procedures to support student success, enrollment retention and degree completion. The Director serves as a member of the enrollment management team, participates in the formulation, implementation and assessment of financial aid and effectively works with other departments in support of the University's mission.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Maintains confidentiality of information exposed to in the course of business regarding supervisors, staff, and students in compliance with FERPA.
2. 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.
3. Upholds the Heritage University Mission Statement.
4. Establishes and maintains a student-centered, service-oriented team responsible for distributing scholarships and financial aid.
5. Serves as the Chief Compliance Officer for Title IV federal aid regulations and liaison between the department and the University's business services and external community.
6. Ensures the University has exception-free Financial Aid audits and program reviews by complying with all federal and state laws and regulations administered by the Financial Aid Office.
7. Administers and conducts ongoing statistical reviews and reconciliation of all financial aid programs including Student Employment, Federal Pell Grant, Federal SEOG, Institutional Scholarships, Federal Direct Loans, and any other source of funds for student assistance.
8. Develops implements and monitors a creative service delivery modeling assisting current and prospective students and families with understanding University financial aid policies, procedures and how to best pay for their education.
9. Provides overall direction and analysis for computer systems (i.e. Jenzabar Powerfaids) and programs; recommends enhancements to existing systems/programs or the purchase of new systems/modules in order to maximize the effective processing of financial aid.
10. Works collaboratively with University leadership to effectively manage and supervises all financial aid processes for awarding student loans, grants, and institutional/private scholarship packages.

11. Coordinates and manages schedule of various outreach programs/workshops on the financial aid process to the university, local and regional communities.
12. Develops and monitors the Financial Aid Office budget including personnel needs and departmental operating expenses.
13. Works with the advancement office to develop and disseminate all major financial aid brochures, newsletters, general literature and forms utilized by the department.

OTHER DUTIES AND RESPONSIBILITIES:

Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

1. Bachelor's Degree (Master's degree preferred) in student personnel or related area and a minimum of three years of increased administrative responsibilities for financial aid programs at a college or university or an equivalent combination of education and experience.
2. Knowledge of federal, state, and institutional financial aid programs (i.e. experience with need analysis, counseling, and packaging aid). Demonstrated ability to apply knowledge in a service-based and student-centered environment.
3. Ability to travel to workshops and conferences on behalf of the University and to work flexible work schedules, including evenings as needed.
4. Demonstrated ability to identify and evaluate problems and to establish measurable, challenging, and attainable goals for the department and individual staff members.
5. Demonstrated strong supervisory, training and motivational skills with the ability to inspire staff to undertake challenging assignments in spite of varying resource and staffing allocations.
6. Knowledge of budget planning, preparation and administration and ability to analyze short and long-term fiscal needs and address them through systematic analysis.
7. Excellent written and verbal skills. Ability to communicate effectively and diplomatically to diverse audiences and develop or conduct workshops, seminars, and other group instructional programs.
8. Knowledge of management information systems (i.e. Jenzabar Powerfaids) and operational computer systems designs, techniques, and applications.

APPLICATION INFORMATION AND DEADLINE Applications should include the following:

- Cover Letter
- Resume
- List of References (*names, addresses & phone numbers of 3-5 current professional references*).
- HU Employment Application LINK:HU App

Review of applications will begin immediately and will continue until the position is filled.

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