



## JOB DESCRIPTION

**TITLE:** Director, Financial Aid

**DEPARTMENT:** Financial Aid

**REPORTS TO:** President, Executive Office

**FLSA:** Exempt

**SALARY:** \$65,000 - \$85,000

### 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.

### DUTIES AND RESPONSIBILITIES:

1. Maintains confidentiality of information exposed to during 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 EX, PowerFAIDS, EdConnect, EdExpress, OpenNet, HEC Board) and programs; recommends enhancements to existing systems/programs or the purchase of new systems/modules 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.
14. Performs other duties as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**1. Knowledge:**

- 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.
- 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.
- Knowledge of budget planning, preparation and administration and ability to analyze short and long-term fiscal needs and address them through systematic analysis.
- Knowledge of management information systems (i.e., Jenzabar Powerfaids) and operational computer systems designs, techniques, and applications.

**2. Skills:**

- 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.
- Demonstrated strong supervisory, training, and motivational skills with the ability to inspire staff to undertake challenging assignments despite varying resource and staffing allocations.

**3. Abilities:**

- Ability to travel to workshops and conferences on behalf of the University and to work flexible work schedules, including evenings as needed.
- Demonstrated ability to identify and evaluate problems and to establish measurable, challenging, and attainable goals for the department and individual staff members.

**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](mailto:Humanresources@heritage.edu)

**OR**

Heritage University  
Office of Human Resources  
3240 Fort Road Toppenish, WA 98948

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

*Heritage University is an equal opportunity/ equal access/ affirmative action employer fully committed to achieving a diverse workforce and complies with all Federal and State laws, regulations, and executive order regarding non-discrimination and affirmative action.*