



JOB DESCRIPTION

TITLE: Senior Director of Student Financial Services

DEPT: Student Financial Services

REPORTS TO: Vice President of Administration/CFO

FLSA: Exempt

SALARY: \$95,000- \$105,000

POSITION SUMMARY:

The Senior Director of Student Financial Services provides leadership and oversight for the University's Financial Aid and Student Accounts functions, creating a coordinated and student-centered approach to the student financial experience.

The Senior Director supervises the Director of Financial Aid and Bursar and works to ensure students receive clear information, timely support, and practical pathways for resolving financial barriers. A primary focus of the position is identifying opportunities to improve the student journey, from accessing financial aid and scholarships through billing, payment, refunds, and registration, and ensuring University processes support student enrollment, persistence, and completion.

The Senior Director promotes a culture of service, collaboration, accountability, and continuous improvement while ensuring the distinct compliance, regulatory, financial, and internal control responsibilities of Financial Aid and Student Accounts remain strong.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

Leadership & Student Success

- Provides leadership and oversight for Financial Aid and Student Accounts and supervises the Director of Financial Aid and Bursar.
- Assists the VP of Administration/CFO in establishing shared goals, strategic priorities, service expectations, and accountability across Student Financial Services.
- Builds a culture focused on student success, service, problem solving, collaboration, and continuous improvement.
- Identifies financial and administrative barriers affecting enrollment, persistence, registration, and degree completion and leads efforts to address them.
- Provides leadership and coordination for complex student financial situations requiring collaboration across departments.
- Provides the the Vice President of Administration/Chief Financial Officer with regular reporting analysis on student financial services operations, risks, trends, and opportunities.

Financial Aid & Student Accounts Oversight

- Provides leadership and administrative oversight to the Director of Financial Aid in the delivery of federal, state, institutional, and private financial aid programs under the direction of the Vice President of Administration/CFO
- With guidance from the Vice President of Administration/CFO supports Director of Financial Aid in maintaining strong regulatory compliance, internal controls, timely reconciliations, and readiness for audits and program reviews.

- Ensures adequate institutional processes, resources, systems, and cross-departmental support are available for effective financial aid administration.
- Partners with the Director of Financial Aid to evaluate the impact of financial aid strategies, policies, and processes on student access, affordability, enrollment, and retention and provides recommendations to the Vice President of Administration/CFO.
- Maintains appropriate distinction between leadership oversight and the technical regulatory responsibilities assigned to the Director of Financial Aid, including responsibility for Title IV compliance.
- Reviews recurring student concerns, complaints, and financial challenges to identify systemic issues and opportunities for institutional improvement.
- Provides leadership and oversight of student account services, including billing, account balances, payment plans, refunds, collections, registration holds, and related student-facing financial processes.
- Supports the Bursar in developing student-centered approaches to account management while maintaining appropriate financial controls and institutional policies.
- Works collaboratively with the Bursar, Controller, and other Finance leadership to maintain accurate student financial records and appropriate internal controls.
- Reviews policies and practices affecting student balances and registration to identify opportunities for earlier intervention and improved student outcomes.

Student Experience & Communication

- With guidance from Vice President of Administration and CFO ensures Financial Aid and Student Accounts operate as coordinated student services rather than separate administrative functions.
- Develops a coordinated approach to student financial communications so students receive clear, consistent, and timely information.
- Establishes expectations for responsiveness, follow-up, case ownership, and resolution.
- Reviews recurring student concerns and identifies opportunities to improve policies, processes, and communication.
- Promotes financial literacy and educational resources that help students and families understand their financial options and responsibilities.

Collaboration & Continuous Improvement

- Builds strong partnerships with Enrollment Management, Admissions, Registrar, Advising, Student Affairs, Academic Affairs, Finance, Advancement, and other University areas.
- Uses data and student feedback to identify trends, measure service effectiveness, and improve student outcomes.
- Partners with Information Technology, the Director of Administrative Initiatives, and functional leaders to improve workflows, systems, and processes.
- Ensures policies, procedures, responsibilities, and internal controls are appropriately documented and maintained.
- Supports implementation of audit recommendations and other compliance or process improvements affecting Student Financial Services.

Other Duties

- Represents Student Financial Services on University committees and institutional initiatives as assigned.
- Participates in strategic planning and enrollment and retention initiatives as appropriate.
- Assists the Vice President of Administration/Chief Financial Officer with special projects and initiatives.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Required

- Strong commitment to student-centered service and student success.
- Demonstrated leadership experience, including the ability to supervise and develop professional staff and organizational leaders.
- Strong understanding of higher education student financial services, preferably including financial aid, student accounts, enrollment management, or related functions.
- Working knowledge of federal and state financial aid requirements and the higher education regulatory environment.
- Demonstrated ability to identify barriers, solve complex problems, and improve processes.
- Strong analytical, organizational, communication, and decision-making skills.
- Ability to build collaborative relationships and lead across organizational boundaries.
- Ability to balance student needs with regulatory, financial, compliance, and institutional responsibilities.
- Ability to manage sensitive student situations with empathy, professionalism, consistency, and sound judgment

Preferred

- Experience with both Financial Aid and Student Accounts or other closely related student financial services functions.
- Experience leading multiple functional areas or supervising department-level leaders.
- Experience with higher education ERP, student information, and financial aid systems.
- Experience with process improvement, policy development, compliance, or organizational change.
- Experience working collaboratively with enrollment, advising, registrar, student affairs, or other student success functions.

QUALIFICATIONS

- Bachelor's degree in Business Administration, Finance, Accounting, Higher Education Administration, Student Affairs, Organizational Leadership, or a related field required.
- Master's degree preferred.
- Five or more years of progressively responsible experience in higher education, student financial services, financial aid, student accounts, enrollment management, or a related area.
- Demonstrated supervisory or leadership experience preferred.
- Experience supervising professional staff, leading multiple functional areas, or managing significant cross-functional initiatives strongly preferred.
- Equivalent combinations of education and experience may be considered.

BENEFIT PACKAGE (*benefit eligible is at least .75 FTE*):

- Health Benefits - medical, dental, and vision
- No cost life insurance.
- Unpaid Time Off
- 21 Paid Holidays
- Matching 403(B) Contribution after a year of service.
- Tuition Waiver Program
- Additional plans are available for purchase. This includes AFLAC and additional life & ADD insurance.
- Many other employee engagement programs.

APPLICATION INFORMATION AND DEADLINE: Applications should include the following:

- Cover letter (please address all position qualifications – required and preferred)
- Resume
- List of References (names, email addresses & phone numbers of 3-5 current professional references)
- HU Employment Application LINK: [Employment Application](#)

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

Qualified candidates may submit application material to: HumanResources@heritage.edu or Heritage University Office of Human Resources 3240 Fort Road Toppenish, WA 98948.

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 orders regarding non-discrimination and affirmative action.