

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Director, Financial Aid

Unit: Management

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Job Code: C3102
Original Date: 12/2021
Last Revision: 07/2023
Staff Type: Classified
FLSA status: Exempt
Salary Range: 4

DEFINITION

Under the general direction of the appropriate Dean or assigned manager, the Director, Financial Aid position manages, supervises, and administers the daily operations of a college Financial Aid office and related programs. Key administrative duties include ensuring compliance with applicable laws and regulations, developing strategic plans to maximize the value of financial aid programs for eligible students, and delivering equitable financial aid outcomes for students from diverse communities.

EXAMPLE OF DUTIES

1. Lead the administration, organization, and operation of college financial aid programs within a broad framework of policies, procedures, laws, regulations, strategic objectives, and the college's mission.
2. Monitor proposed and enacted changes in laws, regulations, and best practices impacting financial aid programs within the California Community College system; develop and propose strategic objectives to maximize financial aid awards for all students with an emphasis on ensuring equitable outcomes for students from diverse communities.
3. Evaluate current financial aid office operations and identify, develop, implement, and revise policies and procedures to maximize effectiveness, efficiency, and equity in services to students, accuracy in data collection and recordkeeping, and compliance with current legal requirements.
4. Assess changes in California Community College funding legislation and models to identify impact of financial aid programs on District funding, recommend strategic objectives related to financial aid programs to improve District fiscal performance, and assist in obtaining grants and categorical funds to enhance and expand financial aid opportunities and services.
5. Interpret and explain policies, procedures, laws, regulations, and guidelines relevant to student financial aid programs to a wide variety of stakeholders including current and prospective students, faculty, executive managers, supervisors, direct reports, peers, and others as appropriate.
6. Provide timely and effective communications to District and college students and employees; federal, state, and local agencies; auditors; the California Community Colleges Chancellor's Office, and others as necessary for effective program operations.
7. Assist in developing the Financial Aid Office budget, review and approve appropriate expenditures, oversee the development of detailed and comprehensive financial reports, and ensure accurate recordkeeping of financial transactions.
8. Oversee production of reports and materials for presentations to the Board of Trustees and appropriate stakeholders, required submissions to auditors and agencies with legal oversight of the college's financial aid programs, and in response to requests for information.
9. Participate in development, implementation, and evaluation of financial aid marketing programs.
10. Plan, organize, direct, supervise and lead daily operations in the Financial Aid Office, including assigning job duties and work schedules, providing timely feedback on performance, conducting performance evaluations,

assessing training and professional development needs for assigned staff and providing training opportunities, participate in hiring and onboarding new staff, and participate in corrective and disciplinary processes with assigned staff.

11. Proactive participation in assigned committees and special projects; cooperate, coordinate, and collaborate with stakeholders as appropriate to advance financial aid program strategic objectives and effective operations.
12. Utilize technology resources effectively to automate routine processes and procedures, improve efficiency of operations, and maintain currency with financial aid operational standards; evaluate and recommend changes in technology resources to improve operations; and ensure use of technology resources results in equitable services and outcomes for diverse student communities.
13. Work collaboratively and professionally with faculty, staff, students, and other stakeholders from diverse academic, socioeconomic, cultural, disability, gender, and ethnic communities.
14. Demonstrate cultural humility, sensitivity, and equity-minded leadership in working with individuals from diverse communities; model inclusive behaviors; and achieve equity in outcomes.
15. Contribute positively to a culture of diversity, equity, and inclusion; take action to promote staff diversity, address equity gaps impacting students, and create an inclusive environment in the Financial Aid Office.
16. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

Applicable California Education Code provisions and Title V requirements.

Federal and state financial aid laws, regulations, and programs.

District organization, operations, mission, strategic objectives, policies, procedures, and rules.

Effective financial aid program operations within a diverse educational and professional environment.

Effective information and record management methods.

Lived experiences of students from diverse academic, socioeconomic, cultural, disability, gender, and ethnic communities.

Software applications, computer systems, and other technology resources used in the administration of financial aid programs.

Fundamentals of accounting, budgeting, and fiscal reporting.

Effective, efficient, and equitable professional and service-oriented office operations, procedures, and practices.

Effective communication methods, techniques, and modes with diverse stakeholders.

Skills and Abilities:

Understand, evaluate, and provide strategic input on the impact of proposed and enacted changes in financial aid laws, regulations, guidelines, and effective practices.

Provide training, professional development, and professional growth to assigned staff.

Conduct internal and external environment analyses to inform strategic planning processes.

Develop and implement effective financial aid policies and procedures.

Define issues, analyze problems, evaluate options, develop sound conclusions, and make appropriate recommendations in accordance with applicable laws, regulations, policies, procedures, and rules.

Maintain appropriate professionalism in stressful situations.

Communicate effectively with diverse stakeholders, orally and in writing.

Establish and maintain effective working and professional relationships with individuals from diverse

communities.

Maintain accurate records and produce detailed, thorough, and accurate statistical analyses and reports.

Operate and effectively use office technologies and software applications, including general business platforms and technologies specific to financial aid programs.

Read, interpret, and apply laws, regulations, and guidelines impacting the effective, efficient, and equitable performance of financial aid programs.

Hire, onboard, train, evaluate, supervise, develop, and discipline assigned staff.

Organize, assign, prioritize, and guide work activities of assigned staff and provide timely, effective feedback.

Learn from errors, determine appropriate corrective action, and prevent repeat occurrences.

Training and Experience:

Any combination of training and experience equivalent to: a bachelor's degree from an accredited college or university, six years of relevant business experience, and three years of progressive leadership or supervisory experience in student financial aid programs.

Demonstrated cultural competency, sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, disability, gender, and ethnic backgrounds of community college students and staff.

WORKING CONDITIONS

Physical Requirements:

Category III

Environment:

Favorable, usually involves an office.