# Job Description

**Job Title:** Director  
**Division/Department:** Student Financial Services  
**Location:** Main Campus  
**Reports to:** CFO  
**Position Type:** Full-time  
**FLSA Status:** Exempt  
**Hours worked Per Week:** Approximately 40

## POSITION SUMMARY:
To ensure that all Federal, State, and University guidelines are in compliance as well as making sure all employees of the Student Financial Services Department (SFS) are aware of these guidelines by performing the following duties.

## ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Administer all aspects of the college's Financial Aid program.
2. Update Financial Aid policies and procedures in conjunction with changes in institutional, state, and federal regulations.
3. Coordinate departmental goals, objectives and assessments through the college's annual planning cycle.
4. Administer annual updates and other parameter changes to the Financial Aid Software.
5. Coordinate the annual reconciliation of federal, state and institutional programs.
6. Remain current with professional development and training opportunities for the Financial Aid Staff.
7. Generate Financial Aid reports to institutional constituencies as appropriate.
8. Establish and maintain the college's Program Participation Agreement with the US Department of Education.
9. Complete the annual Fiscal Operations report and Application to participate in Federal programs (FISAP) by September 30th of each year.
10. Complete the financial aid portion of IPEDS, Equity in Athletics and other reports as assigned.
11. Coordinate enrollment reports with the Registrar's Office to the National Student Loan Clearinghouse (NSLC) and the National Student Loan Data System (NSLDS).
12. Other duties as assigned by the Chief Financial Officer.
13. Directs all aspects of the financial aid program, including merit-based scholarships, need-based grants, student loans, and the work study opportunities in compliance with federal and state laws and in accordance with university policies.
14. Develops and implements a plan for the awarding and distribution of funds to eligible students in a timely and accurate manner.
15. Maintain excellent customer service to students and to internal and external stakeholders.
16. Responsible for facilitating the resolution of student customer service complaint and/or concerns.
17. Develop office policy and procedures manual to ensure compliance with federal Title IV regulations.
18. Coordinate with Business Office to ensure proper cash management procedures, including timely disbursement of funds.
19. Ensure all financial aid and verification documents are received and properly processed.
20. Provide and prepare information for required federal, state and accrediting agency reviews and reports, ensuring timely documentation for regulatory audits.
21. Provides information to students, parents, and the general public about the financial assistance programs.
22. Evaluates the quality of information provided to students and the level of assistance given to students seeking aid and the appropriateness of that aid based on available financial information.
23. Supervises record-keeping of students' academic status (Satisfactory Academic Progress) to ensure continued eligibility for aid and the processing of any probation or terminations that may become necessary.
24. Manage, hire, train, supervise and evaluate Student Financial Services staff to develop an enthusiastic and highly competent professional performance levels.
25. Ensure timely and accurate delivery of Federal, State and Institutional funding.
26. Responsible for timely federal, state and institutional reporting.
27. Develop procedures to enhance collaboration with Admissions, Registrar and Academic Affairs to promote effective enrollment management within the University.
28. Manage office budget and resource allocation.
29. Provides oversight for the student information system to insure proper data integrity within system.
30. Attends seminars and conferences; reads professional publications; maintains and excellent level of knowledge about financial assistance programs and the laws governing those programs.
31. Other duties as assigned by the Executive Director of Enrollment Management.
32. Administer the budget and reporting for the Federal Work Study (FWS) program and coordinate with the Human Resource department on all aspects of student employment.

33. Responsible for managing and updating Regent 8 financial aid software (or comparable financial aid software currently in use) in collaboration with IT as needed.

**SUPERVISORY RESPONSIBILITIES:**
Directly supervises four employees in the Student Financial Services Office. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**QUALIFICATIONS:**
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**
Master's degree (M.A.) from four-year college or university preferred but not required; must have three to five years related experience with at least one year being a supervisor or manager; or equivalent combination of education and experience.

**OTHER SKILLS AND ABILITIES:**
Great organization, communication, multi-tasking, and problem solving skills are needed. Must have working knowledge of Federal and State regulations on all Loans and Grants MACU has to offer our students.

**PHYSICAL DEMANDS:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.