

# COLLEGE OF CENTRAL FLORIDA

## JOB DESCRIPTION

JOB TITLE: ASSOCIATE DIRECTOR OF FINANCIAL AID  
PAY GRADE: P-4  
OVERTIME STATUS: EXEMPT

### MAJOR RESPONSIBILITY:

Manage and provide supervision and training for all assigned financial aid staff. Assist the chief financial aid officer in managing all facets of the Office of Financial Aid daily and, in the chief financial aid officer's absence, assume the duties of the chief financial aid officer. Manage and provide supervision for the Office of Veterans' Affairs.

At the College of Central Florida, our vision is to be "Your first choice for quality higher education." We aim to accomplish this by providing a caring and exceptional learning environment that fosters the success of our students and community. Candidates considering becoming part of the CF family must be able to embrace and model this philosophy in their day-to-day responsibilities and demonstrate our standards: professional, responsive, informative, dependable, and engaged.

### PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or training: Bachelor's degree is required, preferably in an area related to student personnel services, financial aid, or information technology supplemented by training and course work in business administration.
2. Years of experience in the field: Three years' experience related to processing financial aid awards or a related field is required. Community college experience preferred. Management experience required.
3. Special skills or abilities related to the position: Knowledge of pertinent state, federal and institutional regulations, policies, and procedures relating to Financial Aid and veterans' education benefits. Ability to manage and direct data and technological systems related to the processing of student financial aid. Capable of preparing detailed reports in a technologically oriented student information system. Ability to evaluate and improve the effectiveness of policies, procedures, processes, and personnel. Ability to work effectively and efficiently under pressure. Be able to satisfactorily resolve customer/student problems and complaints.

### ESSENTIAL JOB FUNCTIONS:

1. Plan, supervise and evaluate the financial aid processing operations and assigned staff within the Office of Financial Aid.

2. Supervise and process student financial aid, including federal financial aid, state programs, and institutional aid.
3. Maintain all correspondence between students and the financial aid office, including forms and letters. Assist the director with keeping the department web pages, student portal/dashboard, and brochures current and accurate.
4. Assist with the preparation and submission of institutional, state, and federal reports.
5. Develop and implement policies and procedures designed to maximize electronic processing of institutional, federal and state financial aid programs
6. Review current practices and procedures and make recommendations to improve customer service and efficiencies.
7. Oversee training for new financial aid staff and processes.
8. Plan and prepare for maximizing financial aid disbursements.
9. Serve as department liaison with all internal and external audits.
10. Supervise the office in the absence of the director.
11. Conduct in-house staff training as required.
12. Perform annual evaluations as required.
13. Process student aid during peak times.
14. Represent the department at college and community events as required.
15. Serve as the department's primary contact for system upgrades and reprogramming.
16. Review annually federal/state revisions for processing of aid and identify changes the school must make to comply. Update annual procedures.
17. Review and process financial aid appeals and Professional Judgement requests and maintain appropriate records.
18. Night and weekend work may be necessary to meet financial aid demands.
19. Other duties as assigned.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job-related marginal duties as required.)

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.

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without a hearing aid).
- Ability to clearly communicate both orally and in writing on a telephone and on a computer for extended periods.
- Routinely requires sitting at a desk and viewing a display screen for extended periods.
- Ability to access, input, and retrieve information from a computer or other electronic device.
- Routinely requires moderate (up to 40 pounds) lifting and carrying.

PHYSICAL DEMANDS (Continued):

- Routinely requires walking, standing, sitting, kneeling, stooping, reaching up, twisting, and bending.

ENVIRONMENTAL CONDITIONS:

- Works inside in an office environment.

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

PRIMARY LOCATION OF JOB: CF Ocala Campus, Bryant Union

SUPERVISOR OF POSITION: Director of Financial Aid and Veterans' Affairs