

COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: ASSISTANT DIRECTOR OF FINANCIAL AID

PAY GRADE: P- 4

OVERTIME STATUS: EXEMPT

MAJOR RESPONSIBILITY:

Under the supervision of the Chief Financial Aid Officer, coordinate the day-to-day customer and student relations operations of the Office of Financial Aid. Monitor the quality of service provided by staff to students and other customers; coordinate the planning, training, and supervision of all staff members in cooperation with the Chief Financial Aid Officer. Assist the Chief Financial Aid Officer, acting as the primary point of contact for resolving all customer/student complaints satisfactorily as well as assisting with the processing, awarding, and disbursement of all aid, scholarships, and grants. Oversee a program to mitigate loan defaults. Provide leadership in the director's absence.

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.
2. Years of experience in the field: Minimum of three years full-time experience that includes either federal and state student financial aid for postsecondary students or a related area such as banking or other financial-related business required. Two years of full-time management experience is required.
3. Special skills or abilities related to the position: Knowledge of reviewing and improving workflow processes. Exhibit a high level of leadership skills, communication, human relations, and analytical skills that support effective work in a high-volume service environment. Ability to work effectively and efficiently under pressure. Ability to plan, organize, and supervise the work of department personnel to ensure superior service to all customers and students. Demonstrate ability to support all efforts to improve and provide high-quality customer service. Be able to satisfactorily resolve customer/student problems and complaints and keep appropriate documentation/records regarding the same.

ESSENTIAL JOB FUNCTIONS:

1. Learn and be able to apply all aspects of the financial aid operation including local, state, and federal rules and regulations.
2. Ensure that all customer/student services staff are trained to provide high-quality service that increases customer/student satisfaction with financial aid services.
3. Daily supervision of office including monitoring workflow processes related to student services as well as financial aid processes, including scholarship awarding and reporting. Identify and implement recommendations, approved by the director, that improves processes leading to improved customer satisfaction. Create and maintain records and documents to document the same.
4. Identify problem areas and recommend appropriate solutions that lead to enhanced, high-quality services. Initiate and maintain ongoing documentation of the same.
5. Provide support in clarifying regulations, policies, and procedures for all line staff to ensure that they can provide professional, responsive, informative, accurate, and dependable services in an actively engaged manner.
6. Implement and utilize a case management model to resolve problems and complaints with methodologies and techniques that lead to enhanced customer satisfaction including completing reports, collecting data, research, etc., (by all established deadlines) as requested by the Chief Financial Aid Officer.
7. Implements customer service surveys and compiles reports.
8. Provide direct supervision to all front-line and scholarship and financial literacy staff.
9. Assists the director with assessments of staff performance regarding customer service efficiency and effectiveness.
10. Liaison between financial aid and advising for all standards of progress excess hours procedures and processing.
11. Monitor department brochures and materials; plan financial literacy materials and workshops for students; improve and keep all department web pages current and accurate.
12. Assist Chief Financial Aid Officer with training new and continuing employees under his/her supervision.
13. Review and award financial aid appeals and maintain appropriate documents and records.
14. Assist with all internal and external audits.
15. Oversee loan default mitigation initiatives.
16. Night and weekend work may be necessary to meet financial aid demands.
17. 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.

PHYSICAL DEMANDS (continued):

Reasonable accommodations may be made to enable individuals with disabilities to perform 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 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.
- Routinely requires walking, standing, sitting, kneeling, stooping, reaching up, twisting, and bending.

ENVIRONMENTAL CONDITIONS:

- Works inside an office environment.

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

PRIMARY LOCATION OF JOB: OCALA CAMPUS, BLDG. 5

SUPERVISOR OF POSITION: DIRECTOR - FINANCIAL AID AND VETERANS AFFAIRS