

COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: ASSISTANT DIRECTOR - FINANCIAL AID

PAY GRADE: P- 12

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 in a satisfactory manner 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.

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 of experience that includes either Federal and State student financial aid for postsecondary students or related area such as banking or other financial-related business required. Two years of management experience required.
3. Special skills or abilities related to 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 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.

ESSENTIAL JOB FUNCTIONS (continued):

3. Daily supervision of office including monitoring work flow processes related to student services as well as financial aid processes. Identify and implement recommendations, approved by the director, that improve processes leading to improved customer satisfaction. Create and maintain records and documents to document same.
4. Identify problem areas and recommend appropriate solutions that lead to enhanced, high quality services. Initiate and maintain ongoing documentation of same.
5. Provide support in clarifying regulations, policies, and procedures for all line staff to ensure that they are able to provide professional, responsive, informative, accurate, 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 to include completing reports; collecting data, research, etc., (in accordance with all established deadlines) as requested by the Chief Financial Aid Officer.
7. Implements customer service surveys and compile reports.
8. Provide direct supervision to all front-line and call center staff.
9. Assists the director with assessments of staff performance in regards to 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; and 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.)

ESSENTIAL PHYSICAL SKILLS:

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without hearing aid).
- Ability to communicate both orally and in writing.
- Ability to type the prescribed words per minute accurately.
- Ability to access file cabinets for filing and retrieval of data.
- Ability to sit at a desk and view a display screen for extended periods of time.
- Ability to access, input and retrieve information from a computer.

ENVIRONMENTAL CONDITIONS:

- Works inside in an office environment.

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

PRIMARY LOCATION OF JOB: Building 5, Ocala Campus

SUPERVISOR OF POSITION: Director, Financial Aid, Ocala campus