



TEMPLE COLLEGE  
TEMPLE, TEXAS

## **Job Description**

**JOB TITLE:** Director, Financial Aid  
**FLSA:** Exempt  
**SALARY LEVEL:** Professional Level 6  
**DATE:** April 4, 2006

*The following duties, responsibilities, Knowledge, Skills and Abilities (KSA's), and physical requirements are intended to describe the general nature and level of work being performed. The information listed below is not intended to be construed as a complete listing of all duties, responsibilities, KSA's, and physical requirements required of this position since changes to the position may occur at any time or additional requirements that may be added over the course of time.*

### **SUMMARY:**

Under general supervision of the Division Director, Student and Enrollment Services the incumbent will oversee the ongoing direction, development, delivery, assessment, and improvement of services within the department. The incumbent must be proficient in archival, retrieval, reporting, and dissemination of student and College Financial Aid information. The incumbent must be familiar with laws and regulations regarding student Financial Aid information, including FERPA.

### **DUTIES AND RESPONSIBILITIES:**

The incumbent will:

Manage, direct, and coordinate the College's student Financial Aid Program and services consisting of federal, state, private, institutional financing, loans, grants, scholarships, and work study.

Develop innovative plans in Financial Aid to support the College's goals of attracting and retaining a diverse student population.

Develop and disseminate Financial Aid information through presentations and publications, working in conjunction with on-campus and off-campus constituents.

Develop and implement cooperative efforts with area high schools which include recruitment events and on-site visits to provide innovative services to students.

Monitor, direct, and approve all Financial Aid awarded to students.

Manage collection, retention, and storage of Financial Aid applicant data.

Serve as the college's Financial Aid reporting official. Meet reporting deadlines imposed by all affiliated agencies.

Oversee the supervision of personnel, which includes work allocation, training, and problem resolution; evaluate performance and make recommendations for personnel actions; motivate employees to achieve peak productivity and performance. Maintain an organizational structure and staffing to effectively accomplish the department's goals and objectives.

May coordinate the development of computer systems and projects, recommend and implement information technologies to support and enhance established goals, coordinate the statistical reporting needs of the department, and serve as liaison with the College's IT staff with regard to Financial Aid database applications.

Develop annual operating budgets and provide fiscal direction to the department.

Recommend and participate in the development and implementation of College policies and procedures regarding student financial aid.

Maintain, update, and upgrade the College's Financial Aid information infrastructures including records archives, on-line student database, voice response system, College catalog, World Wide Web and other electronic databases and information systems.

Maintain and update knowledge with regard to FERPA and other laws, regulations, and resolutions.

Administer and oversee the Student Work Study program.

Effect changes required for improvement.

Upgrade professional knowledge.

Demonstrate commitment to ethics and integrity as it pertains to Financial Aid.

Serve on college committees.

Comply with all College safety policies, procedures and practices.

Performs miscellaneous job-related duties as assigned

#### **MINIMUM EDUCATION AND EXPERIENCE:**

Bachelor's degree and six (6) years of directly related work experience specific to the duties and responsibilities described.

## **KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:**

Ability to simultaneously maintain current systems and, as necessary, effectively manage change both individually and within a leadership capacity. Ability to function as an effective advocate for multiple constituencies including learners, faculty, staff, and administration. Knowledge of planning and scheduling techniques. Ability to implement, promote, and manage learner-oriented customer service standards and procedures. Ability to supervise and train employees, to include organizing, prioritizing, negotiating conflict, and scheduling work assignments. Skill in examining and re-engineering operations and procedures, formulating policy, and developing and implementing new strategies and procedures. Comprehensive knowledge of federal and state regulations including FERPA. Demonstrated commitment to the “open door” mission of community colleges. Knowledge of records archiving and/or retrieval. Ability to investigate and analyze information. Ability to foster a cooperative work environment. Ability to evaluate and edit the content, structure, and format of a range of written material. Ability to create, compose, and edit written materials. Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community. Ability to develop, plan, and implement short- and long-range goals, including annual institutional effectiveness goals. Skill in budget preparation and fiscal management. Knowledge of student registration, academic, and residency requirements. Knowledge of database construction, management, and retrieval methods. Ability to provide technical advice and information to faculty in area of expertise. Knowledge of the rules, regulations, and laws regarding student records. Ability to maintain confidentiality of records and information. Employee development and performance management skills. Knowledge of telephone answering and referral services. Skill in the configuration and use of computerized database programs. Knowledge of organizational structure, workflow, and operating procedures. Ability to use independent judgment and to manage and impart information to a range of clientele and/or media sources. Skill in accessing internet information services. Knowledge of records retention and/or destruction policies and procedures. Ability to perform complex tasks and to prioritize multiple projects. Program planning and implementation skills. Ability to use independent judgment and to manage and impart confidential information. Employee development and performance management skills. Knowledge of laws, regulations, methods, and techniques in area of specialty. Knowledge of equal opportunity and affirmative action programs. Ability to make administrative/procedural decisions and judgments. Ability to work with and apply mathematical concepts such as probability and statistical inference.

## **PHYSICAL EFFORT:**

Light physical activity is required with occasional lifting of objects up to 15 pounds.

## **WORKING CONDITIONS:**

Work is normally performed in an office setting. Duties will require travel in personal or school owned vehicles.

**SUPERVISOR OF:**

Assistant to the Director, Financial Aid, Financial Aid Specialists, Secretary III

**DIRECT SUPERVISOR:**

Division Director, Student and Enrollment Services