

Job Description

Position Title: Director of Financial Aid Operations and Quality Control

Job Group: Office of Financial Aid & Scholarships

Job Level Group: Director

FLSA Status: Exempt

Position Summary:

The Director of Financial Aid Operations and Quality supervises and directs the administrative and financial operations over the Title IV regulatory programs to include the Return of Title IV Funds (R2T4), Satisfactory Academic Progress, Course Program of Study (CPOS), ISIR Dataload, Cost of Attendance, Student Records Document Management, and oversight of all Financial Aid Technical Systems.

The Director of Financial Aid Operations and Quality oversees fiscal management, which includes calculating student award adjustments for R2T4 calculations in compliance with federal regulations, oversees the New Aid Year Banner System set-up, Banner Module collection of sensitive information from students for high-level appeals and fraud investigations, creates and develops department student communications, and oversees all Financial Aid Technical Systems.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Acts as the secondary Lead for the OFAS Department. Acts as the Executive Director of Financial Aid and Scholarships in the Executive Director's absence.
2. Directs policies, processes and supervises program managers and supervisors regarding federal regulations and compliance.
3. Manages and oversees business processes and all financial aid information systems to ensure compliance is met with reporting and timelines.
4. Streamlines financial aid processes for optimization.
5. Designated as a Banner System Module Leader responsible for department system upgrades, access approvals, system testing lead, etc.
6. Designated as a system approver of Financial Aid & Scholarship website updates.
7. Designated administrator for financial aid fraud case reviews.
8. Completes all V4N5 Federal Verification regulatory reporting.
9. Designated as one of the Deputy Aid Administrators for the Department of Education.
10. Supervises quality control of financial aid operational processes and develops quality control reports.

11. Assists with the Program Participation Agreement (PPA), audits, and other regulatory report filings.
12. Supervises the Higher Learning Commission Federal Compliance filing with the accreditor, audits, reporting, and the federal Program Participation Agreement (PPA).
13. Supervises the activities of assigned scholarship and outreach programs to maintain compliance with local, state, and federal regulations.
14. Directs all aspects of federal R2T4 calculations, Course Program of Study, Satisfactory Academic Progress, ISIR dataload, Student Records Document Management, Cost of Attendance development, New Aid Year System Set-up, and all Financial Aid Technical Systems.
15. Hires, assigns, and evaluates staff. Oversees professional development activities. Ensures personnel maintain required certifications, qualifications, and current knowledge in the field.
16. Leads the development, implementation, and oversight of College policies, procedures, and processes related to the delivery of student financial aid.
17. Provides interpretation of new law and training to staff, and student financial aid process and procedures between several interrelated departments in the college, such as: Enterprise Services, Curriculum and Quality Improvement, Accounts Receivable Services, Finance, Contracts, Student Affairs, Adult Basic Education, Legal, Human Resources, International, and Admissions and Registration.
18. Communicates and cooperates with internal and external stakeholders. Develops and delivers analysis, recommendations, and reporting to stakeholders including internal and external auditors.
19. Participate as a key stakeholder on various committees and task forces across the organization. Performs all other duties and responsibilities as assigned or directed by the supervisor.
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Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices.
2. Knowledge of business management and fiscal practices
3. Knowledge and application of organizational and time management principles
4. Knowledge of data storage concepts including managing and maintain agency records
5. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills.
6. Skill in project management principles
7. Skill in budget/resource management
8. Skill in coordinating and monitoring the work of others
9. Skill in people leadership and supervision.
10. Skill in effective communication (both written and oral).
11. Skill in independent decision making.
12. Skill in organization, coordination and management

13. Skill in problem solving
14. Skill in team building
15. Ability to develop and maintain effective and positive working relationships.
16. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results.
17. Ability to operate relevant equipment required to complete assigned responsibilities for the position.

Supervision:

- Supervises work of other employees, including planning, assigning, scheduling and reviewing work, ensuring quality standards. Is responsible for hiring, terminating, training and developing, reviewing performance and administering corrective action for staff. Plans organizational structure and job content.

Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Organizational Culture:** Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- **Governance, Institutional Policy, and Legislation:** Allows impact on the guidelines that determine how the College operates..
- **Institutional Leadership:** Provides the opportunity to provide leadership across the institution. Leading by example and supporting team building.
- **Information and Analytics:** Allows the ability to be a data leader. Provides a holistic representation of the College's performance as well as data trends or issues.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in related area required
- Master's degree related field of study preferred.

- Five (5) to eight (8) years of related experience in Title IV, Scholarships, Grant administration or a related compliance oriented area
 - Eight plus (8+) years of related experience preferred
 - Three (3+) years of supervisory experience required
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above
- Must be able to meet federal accessibility standards to access and update federal databases; cannot be in federal student loan default or overpayment.
 - National Association of Student Financial Aid Administrator (NASFAA) credentials preferred

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Works some evenings and weekends
- Pre-employment Background Check Required