

# Job Description

Position Title: Manager, Financial Aid Operations and Quality Control

Job Family: Financial Aid and Scholarships

Job Type: Manager

FLSA Status: Exempt

Salary Grade: 06

## Position Summary:

The Financial Aid Operations and Quality Control Manager serves as second in charge of the Financial Aid Operations and Quality Control team with all decision-making authority of the Director in the Director's absence. The Financial Aid Operations and Quality Control Manager ensures compliance with federal and state regulations for administration of various student financial aid programs and processes, including, but not limited to: Return of Title IV calculations, Course Program of Study, New Aid Year set-up, ISIR data load processing, audits, federal reporting, student communications, and assists with the Financial Aid Systems. The Financial Aid Operations and Quality Control Manager researches regulations to ensure staff are trained in Title IV regulations and that compliance standards are met.

## 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. Completes Return of Title IV award adjustments accurately for all funds including Federal Pell Grants, Federal Educational Opportunity Grants (FSEOG), and Direct Loan administration correctly through quality assurance oversight procedures and that they are completed within the federally required timeframe to maintain compliance.
2. Creates financial aid processes, procedures, research issues in the federal regulations, organizes, develops, and assists with complex technical tasks.
3. Reviews awarded grants (Federal, State, Private, Foundation) to ensure fiscal compliance and responsibility for the aid year. Monitors and analyzes financials for Title IV programs.
4. Ensures Title IV regulations are met for the Course Program of Study (CPOS) system process.
5. Provides oversight over the FA Student Document retention and purge process to maintain federal and state compliance.
6. Creates new student communications within the Banner FA Module and BCM.
7. Ensures all work is completed within appropriate timelines and compliance guidelines in adherence with the strategic plan.
8. Performs special projects; prepares and delivers oral and written reports.
9. Directly supervises and manages employees and employee assignments. Supervises employees, provides training, prioritizes projects, evaluates annual performance and hires.
10. Assists with multiple projects which require problem analysis and multiple departmental meetings to coordinate solutions and determine appropriate course of action using discretion and initiative.
11. Completes quality control of financial aid operational processes and develops quality control reports.

12. Assists with various federal and state audit/reporting functions.
13. Maintains professional competence in best practices in financial aid, working knowledge of the student information system, and third-party software.
14. Manages computerized database systems and electronic processing and is directly responsible to ensure that quality assurance standards are met.
15. Assesses data to evaluate processes and outcomes. Identifies areas for improvement and implements solutions.
16. Communicates and cooperates with internal and external stakeholders. Develops and delivers analysis, recommendations, and reporting to stakeholders, senior management, and internal and external auditors.
17. Performs all other duties and responsibilities as assigned or directed by the supervisor.

### **Knowledge, Skills, and Abilities:**

1. Knowledge of regulatory compliance principles and practices.
2. Knowledge of business management and fiscal practices.
3. Knowledge of internal and external customer service principles and practices.
4. Knowledge of managerial and supervisory skills.
5. Knowledge of principles and methods for promoting programs and services.
6. Skill in analyzing data and drawing conclusions.
7. Skill in independent decision making.
8. Skill in people leadership and supervision.
9. Skill in organization, coordination and management.
10. Skill in problem solving.
11. Skill in program development and process improvement.
12. Skill in team building.
13. Ability to operate relevant equipment required to complete assigned responsibilities for the position.

### **Supervision:**

- Supervises work of others, including planning, assigning, and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

### **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.
- **Student Success:** Allows the opportunity to support student success as well as improve access and retention.
- **Institutional Leadership:** Provides the opportunity to provide leadership across the institution. Leading by example and supporting team building.

### Minimum Qualifications:

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

- Bachelor's degree in related field of study required.
- Master's degree in related field of study preferred.
- Three (3) to five (5) years of related experience in Title IV, Scholarship, or Grant Administration
- Five plus (5+) years of related experience preferred.
- One (1) to 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

### 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 remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively 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:**

- Some evening or weekend work hours
- Pre-employment Back Check Required
- DMV Check/Current and Valid AZ Driver's License
- Must be able to meet federal accessibility standards to access and update federal databases; cannot be in loan default or overpayment