

**Seward County Community College**  
**Structured Compensation - Job Description**  
**Director of Financial Aid**

Data Year: 2018

Prepared On: 11/09/2018

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Department:	Financial Aid	Grade:	14
Reports To:	Vice President Student Services	Classification:	Exempt
Supervises Direct:	2	Supervises Indirect:	2
Approved By:	Vice President Student Services	Effective Date:	11/09/2018
		Revised Date:	11/09/2018

**Role:**

The Director of Financial Aid is responsible for the overall direction, leadership and management of the Financial Aid Office. Position coordinates all federal financial aid processing/packaging; Pell, Loans, Work Study and scholarships. Director ensures FA compliance with federal government regulations. Serves as a spokesperson to internal and external constituents.

**Essential Functions & Responsibilities:**

- E 35% Reviews financial aid processing and packaging to ensure that processes and decisions comply with internal and external guidelines and regulations.
- E 20% Oversees the evaluation and revision of college financial aid policies and procedures. Coordinates the development of strategies to address college objectives as a member of the Scholarship Committee. Resolves financial aid policies and problems referred by professional staff and provide guidance as required with the ability to communicate and implement decisions with discretion, honesty and sensitivity. Acts as a liaison to the designated auditor and accounting staff to complete the audit in a timely efficient manner. Facilitates any state or federal audit.
- E 10% Serves as a spokesperson for financial aid to internal and external constituencies.
- E 10% Interprets and implements federal, state and institutional regulations as they relate packaging, budgets, disbursement of funds for traditional, degree completion and certificate programs offered both on the main campus as well as off campus locations.
- E 10% Leads the development and implementation of planning and goal setting for the Financial Aid personnel. Coordinates training for internal and external personnel including initial training for new staff, ongoing professional development, timely updates on changes in federal financial aid programs and regulations.
- E 10% Reviews and implements appropriate and timely processes for completing federal, state and institutional reports.
- E 5% Coordinates and monitors departmental budget.

**Performance Measurements:**

1. To ensure the timely delivery of financial aid funds with little or no errors.
2. To annually review and update FA policies and procedures.
3. To annually conduct an audit to ensure that Financial Aid is packaged and dispersed correctly

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4. To balance funds according to the department of education and the college finance office with no errors.
5. To provide educational programming for the local school districts annually and communicates with external constituents, as needed.
6. To maintain an acceptable (below the Department of Education guideline) cohort default rate.
7. To maintain the confidentiality of college and students records to remain compliant with FERPA guidelines.
8. To take advantage of professional development opportunities for self and promote staff to do the same.
9. To attend Banner User Group (BUGS) meetings and stay current in Banner implementation.
10. To ensure departmental budget remains within allocated allotment.
11. To perform other related duties as assigned by the Vice President of Students Services and/or President.

**Knowledge and Skills:**

Experience	Five years to ten years of similar or related experience.
Education	Bachelor's Degree in Business or related field, Master's preferred.
Interpersonal Skills	Courtesy, tact, and diplomacy are essential elements of the job. Work involves much personal contact with others inside and/or outside the college for purposes of giving or obtaining information, building relationships, or soliciting cooperation.
Other Skills	<p>Knowledge:</p> <p>Knowledge in Microsoft Office applications.</p> <p>Advanced knowledge of financial aid policies, guidelines and regulations.</p> <p>Principles and processes of customer service.</p> <p>Knowledge of general office procedures.</p> <p>Basic math.</p> <p>Confidentiality and FERPA regulations.</p> <p>Understanding of a computerized management program/system.</p> <p>Skills:</p> <p>Critical thinking and decision makings skills.</p> <p>Excellent written and oral communication skills.</p> <p>Quickly and efficiency ability to learn Banner.</p> <p>Good interpersonal skills.</p> <p>Excellent customer service skills.</p> <p>Proficient in Microsoft Office Application.</p> <p>Abilities:</p> <p>Ability to work with frequent interruptions.</p> <p>Ability to perform under high levels of stress during peak times.</p> <p>Ability to stay calm.</p> <p>Ability to prioritize work and to stay organized.</p>

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Ability to maintain confidentiality.

Ability to maintain current knowledge of Federal, State, and institutional packaging policies and procedures that pertain to Financial Assistance.

Ability to manage and supervise other staff members.

**Physical  
Requirements**

Physical requirements are based on an 8 hour work day and may vary slightly.

Sitting for a period of 4 hours at one time with a total of 6 hours

Standing for a period of 1 hour at one time with a total of 1 hour

Walking for a period of 1 hour at one time with a total of 1 hour

Lifting: up to 20 lbs. occasionally

Carrying: up to 20 lbs. occasionally

Repetitive Action: use of right and left hand for simple grasping, fine manipulating

Frequent keyboarding (up to 7 hours per day)

Bending, squatting, and reaching above shoulder level occasionally

Driving occasionally for college activities

**Work Environment** Regular exposure to favorable conditions such as those found in a normal office.  
Day trips and occasional overnight trips for professional development may be required.

**Disclaimer:**

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee, and at no time does the job description constitute a contract. The college may exercise its employment-at-will rights at any time.

**This Job Description is not a complete statement of all duties and responsibilities comprising the position.**

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Printed Employee Name

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Date

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Employee Signature