

**DIRECTOR OF FINANCIAL AID**  
**Job Description**

**CATEGORY:** Administrative/Professional/Technical  
**POSITION LENGTH:** 12 Months  
**SALARY RANGE:** Commensurate with Education and Experience

The incumbent in this job is expected to assist the College in achieving its vision and mission of student success and service to the community. A commitment to excellence, service, and a willingness to assist as needed are expectations for all employees.

**JOB SUMMARY**

Directs and coordinates the financial aid programs and activities of the College.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Administers the system of application for and dissemination of financial aid awards and services for students attending the College.
- Coordinates financial aid efforts with other student services offices.
- Supervises and coordinates the efforts and initiatives of the financial aid office and its staff to provide information and answers to questions relating to financial assistance available to students enrolled at the College.
- Coordinates the interviews with students to obtain information needed to determine eligibility for aid.
- Ensures that student data and applications document that eligibility requirements are met.
- Determines amount of aid that is to be awarded to students considering such factors as funds available, extent of demand, and needs of students.
- Authorizes release of funds to students and prepares required records and reports.
- Participates in the development and maintenance of financial aid policies and procedures as required by funding agencies and the College.
- Participates in the preparation of financial aid reports.
- Coordinates the creation and implementation of a strategic plan for the financial aid functional area at the College, in collaboration with the Associate Vice President of Student Services.
- Assists with the coordination of the financial aid student complaint and appeal procedures for the College and makes recommendations to the Associate Vice President for Student Services.
- Reviews, maintains and evaluates the budget for the financial aid functional area.
- Develops the program outcomes for the financial aid functional area, monitors assessment of those outcomes, and develops plans of action for improvement based on the assessment of those outcomes.
- Assists with the development, implementation, monitoring, and revision of policies and procedures relating to the financial aid functional area.

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- Assists with the process for systematic review and evaluation of the financial aid functional area per the model adopted by the College.
- Attends the workplace regularly; reports to work punctually and follows a work schedule to keep up with the demands of the worksite.
- Completes duties and responsibilities in compliance with college standards, policies and guidelines.
- Uses interpersonal skills and makes sound judgments to decide how duties and responsibilities are completed between coworkers, the supervisory chain, faculty, staff, students, and customers.
- Completes all required training and professional development sessions sponsored by the Texas Southmost College (TSC).
- Supports the values and institutional goals as defined in the College's Strategic Plan.
- Working hours may include evenings, holidays or weekends depending on deadline requirements and special events.
- Performs other duties as assigned.

**REQUIRED KNOWLEDGE AND SKILLS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- A strong commitment to the mission of the community college.
- Demonstrated knowledge of the financial aid function and the administration of such function.
- Demonstrated knowledge of principles and processes for delivering class-leading customer services. This includes student needs assessment, establishing quality standards and metrics for services, and the evaluation of customer satisfaction.
- Ability to effectively supervise and motivate personnel.
- Demonstrated knowledge of the planning, implementation and monitoring of budgets in an educational environment.
- Demonstrated knowledge of the rules, regulations and principles of the THECB, as well as other state and federal laws and regulations regarding financial aid.
- Demonstrated excellent supervisory, administrative, communication, interpersonal and leadership skills.
- Ability to establish and maintain positive and effective working relationships with students, college employees and the public.
- Demonstrated organizational skills in handling and directing multiple and complex assignments and projects.
- Skill in working effectively in a team environment with a customer service focus.

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**Job Description**

- Ability to communicate effectively, both orally and in writing; define problems, collect data, establish facts, and draw valid conclusions; and effectively present information to top management, public groups, and/or boards of directors.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the community.
- High level of energy and good sense of humor with the capacity for extraordinary time and effort demands.

**REQUIRED EDUCATION AND EXPERIENCE**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Master's degree from an accredited college or university.
- Minimum of five years of administrative experience in student financial aid programs in a comprehensive community college or university.
- Demonstrated experience in organizing, developing, and implementing operational systems and writing guidelines in an educational setting and managing a high volume workflow office.
- Proficiency with use of e-mail, word processing, spreadsheet, database, and presentation software and use of the Internet.

**PREFERRED EDUCATION AND EXPERIENCE**

- Community college experience in the administration of student financial aid programs.
- Demonstrated experience of positive and proactive approaches in identifying problems, creating innovative solutions, managing projects, leading teams through collaboration, and implementing efficiencies and effectiveness using technology.

**CERTIFICATES AND LICENSURES**

None required

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand. The employee is occasionally required to walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required

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**Job Description**

by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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**Notes:**

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.