Florida Agricultural and Mechanical University

ADMINISTRATIVE & PROFESSIONAL

POSITION DESCRIPTION

<table>
<thead>
<tr>
<th>1. Division:</th>
<th>2. Transaction Type:</th>
<th>3. Position Number:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Affairs</td>
<td>[ ] Establishment [ ] Update [ ] Reclassification [ ] Transfer</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4. School/College/Department</th>
<th>5. Department Number:</th>
<th>6. Effective Date: (Personnel Use Only)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Aid</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>7. Section:</th>
<th>8. FTE: 1</th>
<th>9. Budget Entity:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>11. Subsection:</th>
<th>12. Class Code:</th>
<th>13. Class Title:</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRES</td>
<td>9358</td>
<td>Director, Student Affairs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Tallahassee</td>
<td>Leon</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

16. STATEMENT OF FUNCTION. Describe in detail the specific duties and responsibilities assigned this position. Attach additional sheets, if necessary, to properly describe the position.

**Essential Functions of the Job**

- **Serves under the working title of Director of Financial Aid.** Reports to the Associate Vice President for Enrollment Management – Student Affairs Division. The incumbent is responsible for providing administrative leadership and supervision. The Director of Student Financial Aid serves as the University’s Financial Aid Officer and is responsible for organizing, administering, managing, and evaluating a comprehensive financial aid office and designated outreach programs to current students and to other University constituents. The Director of Financial Aid works with Fiscal Affairs to ensure that Financial Aid funds are distributed fairly, equitably, and in compliance with Federal, State, and Institutional regulations. This position provides the day-to-day management and leadership necessary for the effective administration of Title IV student financial aid programs and ensures quality service to students, families, and other constituents in relation to financial aid matters. The Director will take a leadership role in collaboration with other offices, committees, and individuals in formulating services, outreach and policies and practices, in respect to financial aid. Specifically, the incumbent

1. Operates Financial Aid under the highest standards to insure financial aid compliance with Federal and State regulations and with institutional objectives and audit compliance for all programs.
2. Manages the daily operations of the financial aid office, including training, supervising, and evaluating professional and support staff; overseeing the collection of data from students and parents to determine need and eligibility for various financial aid; processing of applications; allocating financial aid resources and authorizing the disbursement of funds; analyzing, monitoring, and reporting the distribution of financial aid funds. Supervises staff in their roles in intake, analysis of student financial need, file review, record maintenance for auditing, implementing, awarding, and monitoring federal, state, and institutional financial aid programs, including work study and other activities. Monitors the expenditures, reconciliations and other funds activity in all financial aid programs.
3. Provides daily leadership, guidance, and training on quality customer service in order to maintain a high level of professionalism.
4. Interprets federal regulations, guidelines and professional literature on financial aid; inform financial aid staff of changes, modifications and interpretations resulting from new or current legislation.
5. Prepares and submits appropriate applications and reports for the continued funding of federal and state financial aid programs; prepares financial aid and scholarship disbursement requests; certifies loan applications; processes Title IV refunds; reconciles financial aid account balances with fiscal services office and federal and state records.
6. Provides outreach to currently enrolled and prospective students and their families to advise on eligibility and responsibility, program requirements, alternative resources and budgeting; provide information individually and in group presentations for both financial aid and scholarship programs. Develops, coordinates, and supervises recruitment programs specifically targeting economically or educationally disadvantaged students. Financial Aid programs include, but are not limited to, financial aid information sessions, orientations, FAFSA completion workshops, off-campus financial aid workshops and events, and general admissions/recruitment outreach and retention/student success activities.
7. Works with the Department of Athletics and verifies that the college is in compliance with all rules and regulations related to NCAA guidelines.
8. The work study, student loans, scholarships, and state financial aid programs are all under the supervision of this position.
9. Lends direct support to EIT for the management, general administration, continued development and refinement of student financial aid information systems in PeopleSoft for the delivery of all financial aid services.
10. Ensures that FISAP and electronic loan transmissions are functioning and utilized correctly.
11. Supervises and is actively involved in monitoring of satisfactory academic progress for financial aid students, ensuring that review and notification to students is done based on the established University schedule. Reviews SAP appeals and makes effective use of professional judgment and need analysis in decision-making. Notifies students and academic counselors of decisions reached.

12. Maintains the office policy and procedure manual as it relates to financial aid programs.

13. Tracks the allocation of funds, including campus-based funds and is responsible for collecting and analyzing other relevant data as requested. Provides reports and analyses to the VP for Student Affairs and/or Associate VP for Student Affairs as needed.

14. Creates and maintains effective communication plans for transmitting and receiving critical data inter-departmentally and to and from key University offices such as admissions, registrar, recruitment, athletics, and academic departments.

15. Coordinates and maintains all student correspondence as it relates to financial aid in the development of a communication plan for all such communications. Will also serve on any committees of working groups that monitor communication plans.

16. Monitors the loan entrance and exit process, ensuring the most effective processes are in place.

17. Works closely with the Division of Fiscal Affairs to ensure that clerical and professional staff are cross-trained in appropriate functions.

18. Collaborates with University staff and other offices in strategic and operational planning aimed at delivering outstanding student services.

19. Serves on University committees and task forces as assigned.

21. Manages the office budget

22. Maintains an active role with appropriate professional organizations

23. Other duties as assigned.

Level of Public Contact (statement of internal and external business contact, including frequency and scope) – Has high level of public contact as a representative of the Office for Student Financial Aid in activities as they pertain to financial aid activities.

Marginal Functions of the Job** - Performs other duties as assigned by the Vice President for Enrollment Management and/or Associate Vice President for Enrollment Management.

17. POLICY MAKING INTERPRATION: Assists the Associate Vice President for Enrollment Management in monitoring the university’s compliance with the Federal, State, and University statutes/rules, which relate to financial aid. Implements policies, interprets federal, state and university policies for university administrators, staff, and students. Makes recommendations to the Associate Vice President for Enrollment Management in the formulation, development, and implementation of University policy and procedures regarding financial aid.

Is responsible for the interpretation and implementation of policies and procedures regarding the transfer of credit. Interprets and implements Board of Trustees policies, rules, and Florida Statues.

18. SUPERVISOR’S POSITION: Number: Class Code: Class Title: Director, Financial Aid

19. SUBORDINATE UNITS: (State organizational units under your direct supervision. Include class titles and position numbers of positions directly supervised.

   Associate Director of Financial Aid, Three Assistant Directors of Financial Aid, Coordinators, Senior Financial Aid Officers, Financial Aid Officers, Administrative Assistant, Office Manager, Program Assistants

20. MONETARY RESPONSIBILITY: Current budget for which this position is accountable. Include statement of responsible funds, amount and consequence of error. Responsible for developing and maintaining expenditure records of the assigned annual budget and auxiliary accounts under the supervision of the Associate Vice President for Enrollment Management, and/or Vice President for Student Affairs.

21. Type and extent of instructions or directions normally given to the incumbent of this position by the immediate supervisor. Acts independently without need for daily supervision, but seeks guidance as necessary and keeps the Vice President and Associate Vice President for Enrollment Management in formed of programs, services, data and any critical matters. Supervision occurs through routine meetings with appropriate leadership. Annual evaluation by the AV for Student Affairs – Enrollment Management.

22. Education/Training/Experience –

   Specialized Minimum Qualifications: Master’s degree from an accredited institution in an appropriate area of specialization and Six years of management experience in admissions and recruitment or related area or bachelors degree in appropriate area of Specialization and eight years of appropriate experience
Preferred Qualifications: Master’s degree from an accredited institution in an appropriate area of specialization and Four years of management experience in student financial aid. Professional work experience in student financial aid in a higher education institution.

Knowledge, Skills and Abilities:

- Excellent oral and written communication skills, required. Excellent presentation skills and ease in speaking before large and small groups. Demonstrated ability to interact and communicate effectively with all constituent groups i.e. students, parents, faculty, staff, local and state community, Federal and State officials.
- Thorough knowledge of and experience in implementing federal, state and institutional financial aid program practices, laws and compliance regulations. Direct experience with completing the FISAP report, required.
- Successful experience with Title IV financial aid programs funds management, as well as state and institutional fund management.
- Demonstrated ability to initiate and utilize innovative financial aid technology and strategies. Knowledge and skill in the use of integrated student information management software systems (People Soft preferred) and Microsoft Office applications in the delivery of, tracking of, and evaluation of financial aid programs essential. Experience providing electronic/on-line student services a plus.
- Demonstrated commitment and sensitivity to the importance of diversity and inclusion. Ability to work effectively with ethnic, cultural, and socially diverse populations.
- Knowledge of financial aid trends as they relate to the use and delivery of student financial aid.
- Demonstrated understanding of the importance of financial aid outreach initiatives, and the ability to demonstrate effective use of strategies to positively impact recruitment, enrollment, and retention of students.
- Ability to interpret qualitative and statistical data for problem solving, decision-making, and forecasting.
- Demonstrated commitment to excellent service with a track record of creative problem-solving, team-building, process redesign, and innovation.
- Must have the ability to work occasional evenings and potentially weekends. Must have the ability to commute between campuses and to off campus events.

Ability to think creatively, and develop innovative ways to recruit, admit and enroll a diverse population of students to meet university enrollment goals. Ability to use personal computers with knowledge of Microsoft Office Suite. Ability to organize and manage multiple projects simultaneously. Ability to communicate effectively and work with a diverse student body, university personnel and various constituents. Ability to travel extensively and work flexible hours – evenings and weekends hours as required.

23. REQUIRED LICENSES/CERTIFICATIONS/OTHER SPECIFIC REQUIREMENTS OF LAW:
Please review statements below check all that apply.

This position requires a background check and/or fingerprinting. Florida Statutes
This position requires a childcare provider security check as required under Sections 402.305 and 402.3055, Florida Statutes
This position is responsible for meeting the requirements of Section 215.422, Florida Statutes, as amended regarding the approval and/or processing of vendors’ invoices and/or distribution of warrants to vendors.
This position requires licensure, certification or other special requirements described below.

ATTACH ADDITIONAL SHEETS, IF NECESSARY, TO PROPERLY DESCRIBE THE POSITION

24. SIGNATURES:

Incumbent __________________________ Signature __________________________ Date ________________
Reviewing Officer & Title __________________________ Signature __________________________ Date ________________