

RIO HONDO COMMUNITY COLLEGE DISTRICT

DIRECTOR OF FINANCIAL AID, SCHOLARSHIPS, AND VETERANS SERVICES

DEFINITION

Under administrative direction, to provide leadership and direction; to plan, manage, organize, supervise, develop, and coordinate the Financial Aid, Scholarships, and Veterans Services programs and activities, including Scholarship Programs; to coordinate assigned activities with other District divisions, and outside agencies; and to provide highly responsible and complex professional support to the Dean of Student Support Services.

SUPERVISION EXERCISED

Exercises direct supervision over professional, technical, and administrative support staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Provide leadership and direction and assume management responsibility for Financial Aid, Scholarships, and Veterans Services programs, services, and activities.

Manage and participate in the development and implementation of goals, objectives, policies, and priorities for Financial Aid, Scholarships, and Veterans Services programs including Scholarship Programs; recommend, within District policy, appropriate service and staffing levels; recommend and administer policies and procedures.

Continuously monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; conduct program needs analysis; assess and monitor work load, administrative and support systems, and internal reporting relationships; identify opportunities for improvement and review with the Dean of Student Support Services; direct the implementation of improvements.

Select, train, motivate, counsel, and evaluate assigned personnel; provide or coordinate staff training; work with employees to develop skills and abilities.

Plan, direct, manage, and review the work plan for Financial Aid, Scholarships, and Veterans Services; meet with staff to identify and resolve problems; assign work activities, projects, and programs; monitor work flow and productivity; review and evaluate work products, methods, and procedures.

Manage and participate in the development and administration of the Financial Aid, Scholarships, and Veterans Services program annual budget; direct the forecast of additional funds needed for staffing, equipment, materials, and supplies; direct the monitoring of and approve expenditures; direct and implement adjustments as necessary.

Monitor and account for expenditures of program funds; prepare student budgets.

Interpret and implement Federal and State regulations governing financial aid programs; maintain current knowledge of regulations; implement policies and procedures to comply with changes in regulations.

Serve as a liaison for Financial Aid, Scholarships, and Veterans Services with other District divisions, and outside agencies; negotiate and resolve significant and controversial issues.

Provide responsible staff assistance to the Dean of Student Support Services; prepare and present staff reports and other necessary correspondence.

Conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to Financial Aid, Scholarships, and Veterans Services programs, policies, and procedures as appropriate.

Ensure compliance with regulatory and student financial aid agencies, including the U.S. Department of Education, California Student Aid Commission, ED Fund, and Veterans Administration.

Prepare and submit required annual Financial Aid, Scholarships, and Veterans Services reports and audits to the U.S. Department of Education, California Student Aid Commission, and California Community Colleges Chancellor's Office.

Perform audits of Financial Aid, Scholarships, and Veterans educational files and related records to ensure accuracy and compliance with Federal and State regulations.

Supervise awarding of financial aid, including intake, analysis of student financial need, record maintenance for auditing, work study, and loans.

Authorize and oversee the disbursement of financial aid funds.

Develop and maintain consumer information requirements for Federal Financial Aid, Veterans education programs, and scholarships.

Develop and disseminate verbal and written information regarding SFA, VA, and scholarship programs to students, faculty, administration, and the community.

Prepare annual applications for Federal and State financial aid programs.

Direct and review student petitions for professional judgment and academic progress standards.

Conduct financial aid workshops and presentations on and off campus for college and high school students and their parents; provide in-depth information and advice to potential applicants; advise students in matters related to financial aid, scholarships, and grants; explain the application process, procedures, regulations, and policies.

Participate on a variety of boards and commissions; attend and participate in professional group

meetings; stay abreast of new trends and innovations in the field of Financial Aid, Scholarships, and Veterans services.

Promote equal opportunity and student and gender equity to effectively serve the District's diverse community.

Respond to and resolve difficult and sensitive inquiries and complaints.

Administer applicable collective bargaining agreements.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Operational characteristics, services, and activities of Financial Aid, Scholarships, and Veterans Services programs.

Organizational and management practices as applied to the analysis and evaluation of Financial Aid, Scholarships, and Veterans Services programs, policies, and operational needs.

Modern and complex principles and practices of Financial Aid, Scholarships, and Veterans Services program development and administration.

Automated data management Student Financial Aid, Scholarships, and Veterans Affairs Programs computer systems and electronic data transfer processes, financial aid software, and other automated computer systems related to administration of programs.

Student Financial Aid delivery systems, including EDE, NSLDS, GAPS, and FISAP, COD.

Department of Homeland Security (INS) categories of citizens, residents, and visas.

California Chancellor's Office program regulations.

Principles and practices of budget preparation and administration.

Principles of supervision, training, and performance evaluation.

Pertinent Federal, State, and local laws, codes, and regulations.

Safe driving principles and practices.

Skill to:

Operate modern office equipment including computer equipment and software.

Operate a motor vehicle safely.

Ability to:

Provide administrative and professional leadership and direction for Financial Aid, Scholarships, and Veterans Services.

Recommend and implement goals, objectives, and practices for providing effective and efficient Financial Aid, Scholarships, and Veterans Services.

Manage, direct, and coordinate the work of professional, technical, and administrative support personnel.

Select, supervise, motivate, counsel, train, and evaluate staff.

Identify and respond to Financial Aid, Scholarships, and Veterans Services issues, concerns, and needs.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of Financial Aid, Scholarships, and Veterans Services goals.

Research, analyze, and evaluate new Financial Aid, Scholarships, and Veterans Services service delivery methods, procedures, and techniques.

Prepare and administer budgets.

Prepare clear and concise administrative reports.

Interpret and apply the policies, procedures, laws, codes, and regulations pertaining to Financial Aid, Scholarships, and Veterans Services programs and functions.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Minimum Qualifications:

Experience:

Three years of responsible financial aid program experience.

One year of formal training, internship, or leadership experience reasonably related to the administrative assignment.

Demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students.

Training:

A Master's degree from an accredited college or university.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid driver's license.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment including ability to sit, stand, walk, kneel, crouch, stoop, squat, twist, and lift 20 lbs.; ability to travel to different sites and locations.

Range: 48

Effective Date: May 11, 2005, June 1, 2014

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