BERGEN COMMUNITY COLLEGE

JOB DESCRIPTION

TITLE: Assistant Director of Financial Aid

DEPARTMENT: Financial Aid, Division of Student Services

FUNCTION: The Assistant Director manages the Office of Financial Aid’s imaging and student information systems; provides guidance to supervisor on program and staff issues; participates in the development and effectuation of the program or unit goals, policies and procedures which may involve development of college policy for the direction of the unit and/or program; does related work as required. Provide students, parents and the campus community with consistent and accurate advice about financial aid, educational expenses, debt management, and the full range of resources available to meet financial obligations at Bergen County Community College. Provide a high level customer service in interactions with students and their family members.

REPORTS TO: Executive Director of Financial Aid

SUPERVISES: Exercises general management and supervision over a team of financial aid specialists and support staff.

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Perform Federal need analysis, verification, and determine student award eligibility for Title IV, state and/or institutional aid programs, in compliance with relevant regulations and policies.
2. Assist the director with managing daily office operations including scheduling, evaluation, and other administrative tasks as assigned.
3. Managing campus based programs, private loans and other funds.
4. Assist the Director in evaluating and updating policies and procedures as well as automating various functions of the office.
5. Supervises the section(s) work operations, develops performance standards, makes performance evaluations, provides guidance and counsel to staff and approves various personnel actions required within the sections managed including promotion, hiring and disciplinary action in accordance with the college policies and state regulations.
6. Establishes and maintains communication and cooperative working relationships with college administrators, faculty, staff, students and student organizations, government and private agencies and/or the public in order to accomplish the objectives of the sections supervised and the program or unit.
7. Administers and interprets applicable federal and/or state laws and regulations.
8. Advises and counsels students, parents and/or alumni when emergent problems occur.
9. Attends campus and community events to promote financial aid.
10. Working knowledge of most computer programs and applications, including proficiency in MS Office and the Internet.
11. Assist Director with the development of informational materials related to financial aid for students, parents, and other interested parties.
12. Exercises judgment in special circumstances when the student aid application may not accurately reflect a family’s circumstance.
13. Develops a set of core outcomes for unit and measures and tracks annual performance against objectives; prepares and submits annual assessment report to the designated office; and fully engages with the College’s Outcomes Assessment Program.
14. Prepares, tracks, monitors, and adheres to an annual budget.
15. Acts as performance manager for all direct reports including managing day to day performance, producing and communicating written performance evaluations, approving requested time off, and other points of compliance with HR rules, regulations and unit collective bargaining agreements.
16. Subject to senior management review and final board approval, has the responsibility, power and authority to hire, fire, discipline and promote full and part-time employees.
17. Performs additional tasks or duties as assigned by the Executive Director of Financial Aid or other designated management.

MINIMUM QUALIFICATIONS:

Knowledge, Skills and Abilities: Colleague, Microsoft Office, knowledge of financial aid federal and state regulations. Colleague’s platform—legacy and web-based applications. Ability to draft, implement, and/or change rules on colleague based on financial aid regulations and office needs. Good Communication Skills. Excellent Customer Service Skills. Knowledge of Colleague, and all Financial Aid federal and state regulations. Demonstrates understanding of the community college mission and practices an open door policy. Has basic proficiency in the use of the Microsoft Office suite. Exhibits strong skills in:

- Leadership
- Managing People
- Communication
- Customer and Student Focus
- Building Relationships
- Organizing
- Planning

Education: Master’s degree

Experience: Five years of financial aid experience; Community college student services experience
Bergen Community College is an equal opportunity employer and does not discriminate on the basis of race, color, religion, age, sex, national origin, disability, or veteran status.

Submitted by: _____________________ Date: ____________
Name/Title

Approved by: _____________________ Date: ____________
Name/Title

Reviewed by: _____________________ Date: ____________
Human Resources

Board Approval: _____________________ Date: ____________
Board Approval

THE COLLEGE RESERVES THE RIGHT TO MODIFY JOB DESCRIPTIONS AT ANY TIME WITH OR WITHOUT NOTICE