BERGEN COMMUNITY COLLEGE

JOB DESCRIPTION

TITLE: Executive Director of Financial Aid (Confidential Administrator)

DEPARTMENT: Division of Student Affairs

FUNCTION: To supervise and manage daily operations and staff within the Office of Financial Aid as well as provide financial aid educational workshop and counseling to proactively mitigate the lack of understanding of current financial aid regulations. Keep current with all federal and state guidelines for financial aid. Ensure effective use of financial aid technology in all office procedures.

REPORTS TO: Vice President of Student Affairs

SUPERVISES: Assistant Director of Financial Aid; Financial Aid Specialists; Office Assistants, Student Workers, and other staff as assigned.

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Responsible for supervising, evaluating, coordinating, and/or directing all college functions pertaining to student financial aid.
2. Ensures financial aid functions are leading edge and adhere to the highest quality standards of customer service by implementing and maximizing the use of technology and utilizing and maintaining the current Financial Aid module in the College’s student information system.
3. Ensures that the student information system is used effectively and that processes and product enhancements are developed which are technologically up-to-date and user/student friendly.
4. Maintains the Financial Aid website with current information on a regular basis.
5. Responsible for providing staff with professional development opportunities, in addition to providing staff training on state and federal financial aid regulations.
6. Interprets and implements federal and state financial aid regulations.
7. Ensures consistent uniform applications of all functions, processes, and services pertaining to financial aid throughout all college locations.
8. Works with campus leaders to determine student financial needs, recommends and implements services.
9. Prepares and manages Financial Aid budget, payroll, office schedules, monthly and annual reports and as directed by the VPSA.
10. Works with College counterparts to achieve expected goals and objectives of the college.
11. Participates in professional organizations, and collaborates with state affinity groups and regional organizations to pursue and enhance enrollment initiatives as it pertains to financial aid.
12. Provide cross training to Division of Student Affairs staff on financial aid regulations.
13. Hires, supervises, and conducts performance evaluations of assigned staff.
14. Assists in enrollment management initiatives and in extracurricular activities in collaboration with Deans of Student Life and Judicial Affairs, Student Support Services, and Enrollment Services.
15. Ensure management and timely input of data into computerized systems.
16. Ensures student concerns pertaining to the Financial Aid Office are promptly and fully addressed and documented.
17. Ensures staff adheres to proper use of technology when communicating with students and documenting student interaction.
18. Engaged in continuous assessment and improvement of services provided by the Financial Aid Office.
19. Ensures incoming and current students receive financial aid information on a timely manner through face-to-face, one-on-one and group presentations.
20. Collaborate with the Director of Recruitment and Admissions to participate in outreach activities where financial aid presentations will be needed (i.e. high schools, local agencies, etc.).
21. Maintains College’s Financial Aid data to assure timely and accurate submission of required federal, state and local reports.
22. Develops and directs financial aid strategies within the framework of federal and state regulations that are consistent with the enrollment management objectives of the College and by administering financial aid, scholarships and student employment programs that support student recruitment and retention.
23. 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.
24. Prepares, track, monitors, and adheres to an annual budget.
25. 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.
26. 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.
27. Performs additional tasks or duties as assigned by the Vice President of Student Affairs or other designated management.

MINIMUM QUALIFICATIONS:

Knowledge, Skills and Abilities: Full knowledge and understanding of FERPA; Full understanding of and ability to apply state and federal guidelines/regulations and institutional financial aid programs; Understanding of the community college mission and open door access policy; Excellent customer service skills and a pleasant professional demeanor at all times. Demonstrate expertise in the use of technology through financial aid software applications. 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 or a higher degree in business administration, higher education, finance, counseling or related areas.

**Experience:** Minimum of four (4) years of progressively managerial experience within an institution of higher education.

*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