



Classification Description

Job Title: Senior Financial Aid Officer,
Athletics, Scholarships, & State Programs

Pay Grade: 112

Job Code: 3802

FLSA Status: Exempt

Job Purpose

The Senior Financial Aid Officer has administrative responsibilities over specified programs and is responsible for overall administration of institutional scholarships for the college as well as the development of protocols, policies and best practices for awarding and management of scholarships, to include awarding, fund management, compliance, program planning/implementation, policy development as well as coordination, development and maintenance of the scholarship application system. This position works closely with College budget managers with regard to reporting and monitoring the awarding and expenditure of scholarships.

This position has program responsibility for State programs (scholarships and grants), external funded donor funds, and fiscal administration of the athletic funds. The responsibilities include serving as the liaison to the Athletic Department and assuring compliance with athletic award regulations. This position is trained in all aspects of the financial aid operation and demonstrates thorough understanding of these responsibilities. The Senior Financial Aid Officer, Scholarships, Athletics and State Programs provides processing support and disseminates information to students and staff. Work requires close adherence to stated financial aid policies and procedures and applicable Federal and State regulations.

General Responsibilities

Essential Functions

Oversees the annual process for scholarship evaluation/awards and scholarship fund coordination and management in support of enrollment and retention initiatives.

Oversees and manages the online scholarship application from design to implementation and launch to student selection and reporting.

Coordinates with College officials to acquire funds in place, award availabilities and other necessary management data.

Supervises the scholarship selection and award process, leads committee meetings and ensures awards are made on time.

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Coordinates scholarship committee meetings, and provides scholarship committee all necessary data for the committee to determine scholarship awards.

Coordinates the scholarship award process for recipients; oversees award letter notification to students and ensures scholarship recipients are informed of donor contact information, when applicable.

Monitors and administers Bright Futures and other State financial aid programs to include Financial Aid Fee awards.

Monitors and manages funds for all scholarships, grants and state programs.

Serves as the liaison with local agencies to assist in the receipt and disbursement of all external scholarship funds.

Assists in the administration of all Federal, State and Institutional Aid programs at the College.

Responds to scholarship inquiries from students, staff and donors. Resolves problems related to scholarship transactions.

Serves as the liaison to the athletic department in regards to questions from student athletes and staff regarding financial aid issues.

Provides accurate and professional service to students and others seeking information regarding the College's financial aid, admissions, registration and enrollment process.

Responsible for counseling student aid applicants, aid recipients and their parents with regard to their rights and responsibilities associated with financial aid.

Provides relevant and accurate information in person, by electronic means, and by telephone to all Financial Aid inquiries.

Supports development of content for the Office of Student Financial Aid website.

Assists in the daily operations of the office as necessary, including front counter customer service, phones, mailings, data entry and retrieval and file organization.

Reviews and processes drop petitions.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

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Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited College or University in a related field. An appropriate combination of education and experience may be considered.

Three (3) years full-time working at the professional level in a financial aid office.

Ability to independently travel to other locations for College business.

Demonstrated experience using a personal computer, office software such as MS Office (MS Word, MS Excel) and electronic mail. Computer use includes data entry, word processing and/or accounting functions.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, student and the public.
- Work in a fast –paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.

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- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: May 29, 2016. Revised: October 5, 2017, October 23, 2018, July 1, 2023.