



Classification Description

Job Title: Associate Director, Compliance and Training (OSFA)

Pay Grade: 117

Job Code: 4215

FLSA Status: Exempt

Job Purpose

This is an advanced professional position responsible for overseeing financial aid compliance and training for the institution, with a primary focus within the Office of Student Financial Aid (OSFA) and Veteran Services. The Associate Director will also, as needed, support and execute the management, administration, and strategic direction for all Student Financial Aid programs College-wide. This position requires close adherence to and compliance with all Federal, State, and College financial aid laws, regulations, guidelines, and operating procedures.

General Responsibilities

Essential Functions

Oversees all Financial Aid compliance-related initiatives associated with Florida SouthWestern State College (FSW); primarily in the Office of Student Financial Aid (OSFA).

Meets with FSW administrators on a scheduled basis to identify any concerns regarding Financial Aid compliance at the institution.

Maintains and updates OSFA's policies and procedures manual.

Responsible for putting policies and procedures in place to help ensure that FSW, as well as OSFA, stays in compliance with all federal, state, and institutional financial aid laws, regulations, guidelines, and operating procedures.

Trains staff to maintain compliance with updates and changes in regulations, processes, for example FAFSA Simplification.

Develops and implements a "New Staff" training program.

Develops and implements a "refresher" training program for current staff.

Maintains and updates OSFA's calendar.

Maintains expert-level knowledge of federal, state, and institutional financial aid laws, regulations, guidelines, and operating procedures.

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Responsible for performing in-house audits on various Financial Aid processes.

Supports audit inquiries and/or findings, as needed.

Responsible for the loan default rate contract.

Monitors FSW's loan default rate and makes knowledgeable recommendations, as needed.

Ensures appropriate recertifications of state and federal participation agreements, to include the Eligibility and Certification Approval Report (ECAR).

Serves as a liaison with other departments, committees and organizations, as needed.

Works in conjunction with OSFA staff during institutional financial aid audits. May serve as the point-of-contact for audit-related activities in absence of the Director.

Provides and/or coordinates financial aid training to OSFA staff. This includes hands-on training or coordination of financial aid training from external sources. Keeps Financial Aid staff up-to-date on regulatory changes.

Maintains expert-level knowledge and provides accurate information to students and staff related to the federal grant programs (PELL & SEOG), Florida grants and scholarships, R2T4, scholarships, student loans, veteran's affairs, work study, and College rules and regulations related to financial aid.

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

During certain times of year (primarily at the beginning of each term), will engage in any financial aid duties to help in the processing of financial aid files. This may include communication with students by means of email, chat, in person, and/or phone, and counseling students and parents on financial aid, and any other duties the office may need.

Assumes leadership of the department, alongside the Associate Director, Communication and Outreach, in the absence of the Director and Senior Associate Directors.

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 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 institution of higher education.

Four (4) years of full-time professional work experience in the administration and technical aspects of managing Title IV student financial aid programs or related matters at the post-secondary level. Appropriate combination of education and experience may be substituted.

Knowledge of financial aid practices and reporting, specifically with federal and state financial aid policies and procedures. This includes knowledge of federal Cash Management Regulations.

Ability to analyze data and prepare accurate reports and statements.

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.
- Make presentations in front of various group sizes.
- 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, students 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.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

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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.
- 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: October 11, 2023.