

Chattanooga State is an educationally purposeful community where faculty, staff, and students share academic goals and strive for high standards that lead to the attainment of degrees and certificates, meaningful careers, and a committed citizenry of lifelong learners.

We value those who:

- consistently act in the best interest of students and the College (who have their priorities right);
- get things accomplished (who execute);
- are transparent (who are direct, truthful, and non-manipulative);
- are positive in outlook (who see the glass as half-full); and
- build constructive workplace relationships (who are team players).

We have an opening for **Assistant Director (Financial Aid)** at our Chattanooga State campus!

The role will be responsible for the following:

- Monitor daily operation and customer service in the financial aid department - Supervisory duties for direct reports: annual evaluations, leave approval, etc. - Assist the Director in development and administration of department policies and procedures; budgets; institutional, state, and federal reports; and in developing and conducting training programs for office/college staff - Recommend and oversee quality control initiatives, i.e. verifying and packaging process, web information, professional judgment, policy and procedures manual, etc. - Serve as liaison between the campus community, including off-campus programs and sites, and regulatory agencies - Assist student and parents with financial aid applications, etc.; conduct financial aid workshops - Ensure compliance with current TBR, federal and state laws, policies, and procedures by participating in professional development activities and professional organizations - Promote, support, and participate in student recruitment and retention efforts - Perform other job-related duties as assigned

Position Requirements:

- Education and training: Bachelor's Degree - Work experience: Three years in Financial Aid in a supervisory capacity

Knowledge, Skills and Abilities:

- Knowledge: knowledge of current financial aid programs, policies, procedures, and auditing guidelines; accounting, reporting and management; ED processing systems; student information management systems (Banner preferred); basic to intermediate SQL and/or report writing ability - Skills in effective oral and written communication; interpersonal skills consistent with establishing and maintaining effective working relationships with faculty, staff, other colleges and educational institutions, and outside agencies; customer service skills in managing effective, professional relationships and communications with students and families - Abilities: Ability to interpret federal, state, and college policies, procedures, and guidelines and implement changes smoothly and promptly; to organize and manage detailed procedures accurately and efficiently; to understand and utilize appropriate computer software; to analyze, problem-solve, and make appropriate decisions

**Closing Date:** 4/13/2020 (Must be submitted by 5:00 p.m. EST)

**Open Until Filled:** No

**Requisition Number:** req4160

Interested individuals should apply at <https://tbr.csod.com/ux/ats/careersite/2/home/requisition/4160?c=tbr>