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# SOUTHWEST

TENNESSEE COMMUNITY COLLEGE

P.O. Box 780 • Memphis, TN 38101-0780 • (901) 333-5000 • [www.southwest.tn.edu](http://www.southwest.tn.edu)

## JOB #

**POSITION TITLE: Associate Director – Financial Aid**

**POSITION TYPE: Professional**

**CLOSING DATE:**

### **Description:**

This is a full-time, fiscal year, permanent position reporting to the Director of Financial Aid. The Associate Director assists and provides leadership for the oversight of all aspects of Financial Aid. He/she may work some evenings and weekends as needed; must have the ability to travel between the two main campuses, site locations to provide leadership for financial aid staff; and travel mostly within the state for attendance at professional meetings.

### **Essential Job Functions:**

- Ensures the integrity and regulatory compliance of all Federal, State and Institution Financial Aid programs administered through Southwest Tennessee Community College.
- Manages and supervises professional and support staff in Financial Aid area in accordance with the organization's policies and applicable laws. Responsibilities include: assisting with the interview processes, hiring, ongoing training and cross training of employees; planning of annual work processes timeline so that staffing needs are met to support office activity, assigning and directing work; appraising performance; rewarding and disciplining employees according to institutional policy; addressing complaints and resolving problems; demonstrate discretion in communications with staff.
- Manages all fund accounts for Federal, State and Institution Financial Aid funds. Performs semester and fiscal year end reconciliation.
- Directs functions related to fund management, packaging, awarding and delivery of student financial aid including working with internal accounting to ensure appropriate cash flow levels, billing, and allocation of campus based funds and campus debt management.
- Manages the daily operations and supervision of financial aid professional and support staff productivity. Monitors record maintenance for audit and coordinates training needed for staff to maintain high levels of professionalism and ethical practices in all steps of the financial aid process. Includes staff evaluation and visible interaction for ongoing feedback.

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- Prepares FISAP report each year with supporting documentation for continued participation in Title IV programs.
- Carries out all reporting functions at the Federal, State and Institutional level including certification of payments to the college by Federal and State agencies.
- Updates and maintains all policies and procedures required for participation in Financial Aid programs annually as well as maintain all supporting documents outlined by Federal and State Agencies for the participation in aid programs.
- Designs and implements quality internal and external control mechanisms for all technology tools and systems used in the administration of federal and state financial aid programs including federal and state agency software and the Banner Records management system.
- Ensures office and staff compliance with the NASFAA Statement of Ethical Principles and Code of Conduct for Institutional Financial Aid Professionals as well as following a standard of "Best Practices" as outlined by the National Association of Financial Aid Administrators.
- Collaborates with Financial Aid Director at each campus to maintain the same levels of quality service at all campuses. Collaborates with Enrollment Services team in designing and coordinating procedures and policies to optimize student enrollment at the college; advises academic departments and faculty on programmatic and student financial aid eligibility issues.
- Assists in the development, support and implementation of departmental goals and objectives in support of the goals and strategic plan of the college.
- Prepares periodic reports, maintains comparative financial aid data and uses the data to assess all departmental activities.
- May perform other duties as assigned.

### **Required Qualifications:**

- Bachelor's degree from a four (4) year college or university; master's degree preferred.
- At least five (5) years experience managing a student finance process within a higher educational environment with evidence of ability to provide supervisory leadership to financial aid personnel.
- Experience with Banner software is preferred.
- Current driver's license.
- Knowledge of Federal, State and Institution Financial Aid funds.
- Knowledge of NASFAA Statement of Ethical Principles and Code of Conduct for Institutional Financial Aid Professionals as well as the standard of "Best Practices" as outlined by the National Association of Financial Aid Administrators.

- Computer skills should include a working knowledge of database software, internet software, spreadsheet software, and word processing software; and the ability to learn the student information system.
- Establishing Focus: Ability to develop and communicate goals in support of the business' mission.
- Empowering Others: Ability to convey confidence in employees' ability to be successful, especially at challenging new tasks; delegating significant responsibility and authority; allowing employees freedom to decide how they will accomplish their goals and resolve issues.
- Managing Change: Ability to demonstrate support for innovation and for organizational changes needed to improve the organization's effectiveness; initiating, sponsoring, and implementing organizational change; helping others to successfully manage organizational change.
- Developing Others: Ability to delegate responsibility and to work with others and coach them to develop their capabilities.
- Managing Performance: Ability to take responsibility for one's own or one's employees' performance, by setting clear goals and expectations, tracking progress against the goals, ensuring feedback, and addressing performance problems and issues promptly.
- Stress Management: Ability to keep functioning effectively when under pressure and maintain self-control in the face of hostility or provocation.
- Personal Credibility: demonstrates concern that one be perceived as responsible, reliable, and trustworthy; respects the confidentiality of information or concerns shared by others.
- Analytical Thinking: Ability to tackle a problem by using a logical, systematic, sequential approach; ability to perform mathematical tasks including computing rate, ratio and percentage and interpret statistical information.
- Customer Orientation: Ability to demonstrate concern for satisfying one's external and/or internal customers.
- Communication: Ability to express oneself clearly in conversations and interactions with others; ability to express oneself clearly in business writing ; ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations; ability to write reports, business correspondence, and procedure manual; must be able to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to solve practical problems and deal a variety of concrete variables in situations where only limited standardization exists; ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

- Physical demands include the ability to sit and talk or hear; ability to use hands to finger, handle, or feel and reach with hands and arms; ability to occasionally stand, walk and stoop, kneel, crouch, or crawl; ability to occasionally lift and/or move up to 50 pounds; specific vision abilities required by this job include vision, distance vision and ability to adjust focus. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of the position.
- A background check will be required for the successful candidate.

**Salary: Commensurate with college pay scale.**

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