



The Business Office at Milligan University invites applications for the full-time position of **Director of Financial Aid**. Successful applicants must have seven to ten years of financial aid experience, experience with and knowledge of federal and state financial aid regulations, a bachelor's degree in Business Administration or related field (master's degree preferred), and a demonstrated commitment to Milligan's mission. For more details about the position, please see the position description, responsibilities, and qualifications below.

Application Process: Applicants should submit a resume and cover letter via email to financialaiddirector@milligan.edu. The position will remain open until filled.

Position Title: Director of Financial Aid

Work Location: Milligan University, 1 Blowers Blvd, Milligan, TN 37682

Reports to: Vice President for Business & Finance

Classification: Full-time, Salaried

FLSA Status: Exempt

Position Description:

Reporting to the Vice President for Business & Finance, the Director of Financial Aid administers the financial aid program for the University while maintaining compliance with federal and state regulations and university policies and procedures. The Director is responsible for ensuring financial aid offers are accurate and communicated to students and their families in a timely and efficient manner. The Director must demonstrate strong Christian faith, a commitment to Milligan's mission, and a lifestyle consistent with Milligan's goals.

Position Responsibilities:

- Provides administrative leadership to the Student Financial Services Office.
- Oversees financial aid processing for all Milligan students.
- Develops, revises, implements, and maintains financial aid policies and procedures to ensure compliance with federal and state regulations and institutional policies related to financial aid and scholarships.
- Develops, revises, and updates publications relating to financial aid. Reviews and updates SFS website for needed changes.
- Knowledge of Federal (Title IV) and state regulations related to financial aid.
- Hires, trains, and supervises Financial Aid staff in customer service, federal and state financial aid compliance and institutional policies.
- Develops, modifies, implements, and maintains tracking processes for documents requested and received and for monitoring proper documentation of awards.
- Reviews and assists with verifications completed by SFS Counselors for students chosen for verification by the Central Processing System.
- Reviews awards as students' financial aid offers are completed.
- Oversees the compliance of federal, state, and institutional reports including applications for federal funding and reporting the expenditures of funds allocated, such as FISAP.
- Responds to requests for information from state, federal and other agencies.
- Functions as the liaison in annual financial aid audits or program reviews performed at the institution.
- Maintains fund award control records in accordance with funding level limitations in PowerFaids.

- Ensures that all federal financial aid, private loans, state scholarships, institutional scholarships and outside scholarships are disbursed through PowerFaid to PowerCampus (billing system)
- Maintains current knowledge of college financial aid policies, procedures, and programs.
- Resolves or assists with resolution of problems and/or complaints and initiates corrective action as appropriate.
- Processes Professional Judgment Requests.
- Completes NAIA financial aid reporting.
- Facilitates coordination and communication with other departments on campus.
- Attends training and conferences to keep up to date on federal and state regulations.
- Requires some evenings and weekend hours throughout the academic year.
- Performs other duties as needed.

Knowledge & Skills Qualifications:

- Bachelor's Degree in Business Administration or a related area required. Master's Degree preferred.
- Seven to ten years of recent financial aid experience.
- Previous experience at the Associate or Director level preferred.
- PowerFaid experience preferred.
- Proficient in Microsoft Office applications.
- Ability to meet deadlines with accuracy, professionalism, and good customer service skills.
- Ability to work well under pressure.
- Ability to use tact and diplomacy in dealing with all constituents.

Working Conditions

- Primary duties and responsibilities performed in a climate-controlled office with prolonged periods of time in an office at a desk and computer.
- Ability to use a computer (PC and/or laptop) with keyboard and mouse (or mouse pad).
- Occasionally move about inside the office to access file cabinets and operate office machinery (e.g., printers, copy machine, scanner).
- Ability to participate in virtual and in-person meetings as required.

Milligan is an EEO employer and considers applications for all positions without regard to race, sex, color, national origin, age, veteran status, or disability-if such disability may be accommodated without undue hardship-in provision of employment opportunities and benefits pursuant to federal requirements. Visit www.milligan.edu for information about the University and its mission statement.