

MOTLOW STATE COMMUNITY COLLEGE

is accepting applications for the following position:

Associate Director of Financial Aid

Moore County Campus

Position number: #393
Salary: \$55,000 - \$60,000
Application Deadline Date: Until Filled

Motlow State is the fastest growing college in Tennessee. We are located in the beautiful rolling hills of middle Tennessee and have four campuses that serve students from eleven counties. We offer a comprehensive benefits package that includes an excellent retirement package from the state of Tennessee, 401K plan with match, thirteen paid annual holidays in addition to annual and sick leave days, health and dental insurance, tuition discounts, and state employee discounts. Motlow positions are contingent upon funding availability and budget approval.

Minimum Qualifications:

- Excellent management, communication, interpersonal and organizational skill.
- A background check will be required of the successful candidate.
- An official transcript and names, addresses and phone numbers of three (3) references will be required for the successful applicant.

Knowledge:

- Master's degree from a regionally accredited college/university in Business or related field and a minimum of four (4) years financial aid operation and administrative experience in a college/university setting; OR,
- Bachelor's degree from a regionally accredited college/university in Business or related field and a minimum of six (6) years financial aid operation and administrative experience in a college/university setting.
- AND
- Have two (2) years' direct experience supervising others and expert proficiency holding staff accountable for high performance and engagement by articulating expectations, monitoring performance, and providing consistent, constructive feedback.

Skills:

- Require demonstrated experience in the field of financial aid.
- Supervisory Experience.

- Experience with the Ellucian Banner Financial Aid module (preferred) or other Higher Education ERP systems (This is beyond the use of student/faculty/staff self-service).
- Ability to efficiently operate a personal computer and associated software (Outlook, Word, Excel, etc.), and Perceptive Content.
- Excellent staff management skills.
- Excellent interpersonal and time management skills.
- Ability to communicate effectively, accurately and appropriately in both verbal and written communications.
- Superior organizational skills; ability to execute multiple objectives concurrently.
- Strong knowledge of federal and/or state aid regulations.
- Ability to engage with a variety of constituents (current students, alumni, faculty, etc.) from many different cultural backgrounds.
- Proven customer service experience involving financial aid.
- Demonstrated critical thinking skills and ability to work collegially and collaboratively with a team, and ability to react and adjust quickly to changing conditions.
- Ability and willingness to work occasional evenings and weekends.
- Progressive experience in high-volume financial aid office with a higher education setting.

Abilities:

- Ability to accurately prepare reports and other documents.
- Ability to effectively interpret and apply federal and state regulations governing financial aid.
- Ability to effectively supervise personnel and complete all associated personal actions in a timely and accurate manner.
- Ability to handle multiple tasks simultaneously.
- Ability to interact in an effective and appropriate manner with diverse populations, the College community and the public.
- Ability to work some evenings and weekends and be available for some overnight travel as required.
- Ability to commute to all Motlow State Community College locations within our service area as scheduled and other locations as necessary.

General Function:

The Associate Director of Financial Aid is a hands on position reporting to the Executive Director of Financial Aid assisting with the administration of all aspects of the financial aid process. The position is responsible for day-to-day operations and for planning, directing, and evaluating student aid delivery. The position will oversee two Assistant Directors; one Financial Aid Counselor; and the Temporary Customer Service Workers.

Daily the position may oversee student verification, fund awarding, account reconciliation, financial aid appeals, professional judgements, goal setting, policy/procedure development, compliance monitoring, etc.

Major Duties and Responsibilities:

(Duties and responsibilities listed are examples of work performed and may be modified as needs of the College may dictate.)

- Responsible for the day-to-day operations of the Financial Aid Office.
- Designee to be administrator in charge in the financial aid office in the executive director's absence or as needed.
- Responsible to ensure quality service is delivered to our students, family members, and college community.
- Responsible for the supervision of accurate and timely loading of all student financial aid data into the ERP system.
- Responsible for the supervision of daily operations related to financial aid and Banner database to include packaging disbursements, award notifications, reports, etc.
- Responsible for duties related to ongoing upgrades to financial aid module, to include testing of data quality and training staff.
- Analyzes optimal service levels and makes real time resource adjustments to provide a high level of service for all financial aid functions.
- Assist the Executive Director of Financial Aid in compiling statistical performance reporting for department and individual performance. Perform performance coaching meeting regularly.
- Responsible for ensuring that job aids, manuals and process documents are developed and kept up to date and assessable.
- Responsible for Financial Aid department Institutional Effectiveness and Strategic Planning processes.
- Determines student eligibility for financial aid.
- Exercises professional judgment to determine student's consideration of eligibility due to hardship.
- Oversees computer programs/systems for financial aid processing.
- Addresses potential overawards, monitors student enrollment status.
- Monitors and directs revisions to financial aid awards based on changes in enrollment, professional judgments, and receipt of additional aid.
- Monitors daily output reports for processing and dataload.
- Assists with verification of student financial aid data.
- Oversees the SAVE certifications.
- Serves as Primary or Secondary-backup for the electronic data exchange.
- Maintain an understanding of college, federal and state computer programs, software and their application to the management of financial aid and processes.
- Oversees and maintains the Policy and Procedures Manual.

- Counsel's students concerning financial aid, including but not limited to: applying to federal and state programs, applying for Motlow scholarships, work programs, and satisfactory academic progress.
- Assists students and parents in person, by letter and telephone or reception area on procedures to obtain grants, loans, scholarships, work programs, etc.
- Assist with work programs and/or scholarship programs.
- Oversees the consortium agreement processes.
- Monitors and assist with third party billing from outside agencies.
- Assist with monitoring office compliance with Security and Privacy regulations in dealing with student data
- Attends professional meetings and workshops at the local and state levels to stay abreast of current regulations and advances in financial aid.
- Maintains current knowledge of federal, state, and institutional requirements regarding financial aid.
- Participate in professional organizations as it relates to Financial Aid.
- Responsible for employee evaluations.
- Serve on both internal and external committees as needed.
- Coordinate outreach activities and at times make presentations.
- Visits high schools for financial aid workshops, college nights, and other programs.
- Maintain confidentiality of work related information and material.
- Create and sustain a culture that consistently supports our institutional core values.
- Performs other essential tasks, requiring less than 5% of time preparation each: preparing catalog revisions, student guides, and other publications; coordinating and responding to audits and program reviews.
- Performs other duties as assigned by the Executive Director of Financial Aid to assure successful achievement of the department's goals.

To ensure consideration, interested applicants must submit an application and resume **online** at www.motlowjobs.com .

Human Resources Office, Dept. 200
 Motlow State Community College
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Motlow College is an EEO/AA/Title VI/Title IX/Sections 504/ADA Employer

Motlow State Community College does not discriminate against students, employees, or applicants for admission or employment on the basis of race, color, religion, creed, national origin, sex, sexual orientation, gender identity/expression, disability, age, status as a protected veteran, genetic information, or any other legally protected class with respect to all employment, programs, and activities sponsored by the Tennessee Board of Regents or affiliated institution.