

# Associate Director of Student Financial Aid and Director of Medical Student Financial Aid

Reference Number: 1801470

## Description

The Associate Director of Student Financial Aid and Director of School of Medicine Student Financial Aid is responsible for providing leadership for the student financial aid team in the Vanderbilt University School of Medicine. As a senior member of both the Office of Student Financial Aid and Scholarships, as well as the Office of Enrollment Services in the School of Medicine, this individual will report directly to the Director of Student Financial Aid and Scholarships. This position will lead a dynamic and collaborative partnership between the School of Medicine and the Office of Student Financial Aid, and serve as an important member of the University Enrollment Affairs team.

## Job Qualifications:

- Bachelor's degree, **Master's degree strongly preferred.**
- 10 years of experience in a Financial Aid Office with increasing levels of responsibility.
- Experience in a medical school's Financial Aid Office or within a central financial aid office in an academic research institution setting is preferred, though not required if the candidate has equivalent experience in the financial aid profession.

## Key Functions and Expected Performance:

- Serves as a member of both the Office of Student Financial Aid and School of Medicine Enrollment Services senior management teams.
- Serves as the liaison between the unique student financial aid needs of the School of Medicine and the functional capabilities of the Office of Student Financial Aid.
- Responsible for the success of the financial aid function within the School of Medicine.
- Fully engages and masters finance policies of the School of Medicine.
- Produces and maintains process documentation, and operational and communication calendars for the School of Medicine.
- Ensures successful completion and ongoing support of required School of Medicine compliance and reporting requirements to external agencies (AAMC, US Department of Education, etc.).
- Participates in strategic planning, including setting departmental priorities and short- and long-term goals; collaborates on change management initiatives and communicates and implements change within the School of Medicine.
- Regularly attends meetings and participates in professional organizations to stay current with professional standards and to be exposed to developments in financial aid-related services in the profession and within the medical school community.
- Reports and tracks production issues of School of Medicine financial aid services-related technology and manages through to resolution including the initial investigation of reported problems, testing of fixes, and implementing and communicating fixes.

- Engages in policy and process review and reengineering exercises.
- Facilitates collaboration and encourages knowledge and process sharing within the School of Medicine Enrollment Services team and the Office of Student Financial Aid.
- Establishes standards and protocols for service delivery that enforce university policies and procedures.
- Evaluates the need for end-user training, participates in developing training modules, and delivers training when appropriate.
- Oversees the awarding of School of Medicine scholarship funds and monitors fund balances.
- Oversees the creation and maintenance of end-user documentation, the ongoing maintenance and review of the School of Medicine Enrollment Services website, and other information related to the School of Medicine financial aid areas.
- Supervises and monitors the performance of team members for effectiveness, compliance, accuracy, and completion; mentors and provides feedback to staff members to enhance their job performance.
- Assists the Director of Student Financial Aid with any duties or projects, as assigned.

### **Experience and Skills:**

- In-depth knowledge of, and experience with, managing teams in a financial aid setting is necessary.
- Commitment to excellence, professionalism, and integrity is necessary.
- Passion for working with students is necessary.
- Experience providing leadership through periods of institutional and organizational change is strongly preferred.
- Knowledge of federal policies and professional standards in the area of financial aid is necessary.
- Experience with student financial aid service delivery utilizing an enterprise student information system is necessary.
- Experience with applying new technologies to deliver service enhancements and efficiencies is highly preferred.
- Excellent written and verbal communication skills are necessary.
- Excellent interpersonal skills and the ability to work effectively with faculty, staff, students, and administrators in a diverse community is necessary.
- Ability to identify and resolve complex problems is necessary.
- Demonstrated financial management skills are highly preferred.
- Demonstrated personnel management skills are highly preferred.

### **Salary Information and Application Instructions:**

In addition to offering a lively community that encourages learning and celebrates diversity, Vanderbilt University provides its faculty and staff with a benefits package that is comprehensive and flexible, and offers a competitive salary that is commensurate with experience.

Additional questions can be directed to: Brent Tener, Director, Student Financial Aid and Scholarships, [b.tener@vanderbilt.edu](mailto:b.tener@vanderbilt.edu) or 615.343.1422.

Apply online at: [www.vanderbilt.edu](http://www.vanderbilt.edu)

Vanderbilt University is an Equal Opportunity Employer and prides itself on its commitment to diversity.