## Title: Manager, Financial Aid

## Anticipated Closing Date: October 31, 2021

**Number of Positions:** 1

**Position #:**100620

**Type of Appointment:** Full-Time

**FLSA Status:** Exempt

**Department:** Financial Aid

## Required Documents Needed to Upload at Time of Application:

## Resume

## Unofficial Transcripts

## Three professional references (See below)

**Reference check requirements:**

* Supervisory roles: two (2) current or former supervisors and one (1) current or former direct report
* Personal references (friends, co-workers, clergy, customers, relatives) are not considered acceptable references

**About Pellissippi State Community College**

Pellissippi State Community College is one of 40 institutions in the Tennessee Board of Regents system. TBR is the governing board of the College System of Tennessee, offering more than 400 programs of study at the state’s 13 community colleges, 27 colleges of applied technology and the online TN eCampus. The college serves an average of 10,000 students, making it the largest community college in Tennessee by enrollment. Pellissippi State Community College offers eligible employees a comprehensive benefits package that includes health, dental, vision, life insurance, retirement programs, time off including annual and sick leave, and much more.

In 2018, Pellissippi State became a member of an Achieve the Dream (ATD) three-year cohort adopting a theme of Start Strong, Stay Strong, Finish Strong for our work. Achieve the Dream has partnered with the program Integrated Student Experience at Pellissippi State (Insteps) to improve the fall-to-fall retention rates for full-time and part-time students by 13% in the next five years. Our vision is to ensure every student who attends Pellissippi State will develop a sense of belonging and confidence in their ability to succeed academically, grow intellectually, and make timely progress towards achieving their educational and vocational goals. If this is something that aligns with your values, we encourage you to apply.

**Culture and Diversity**

Knoxville claims a wide range of forward thinking national and international talents. The scholarly influence on the Knoxville metropolitan area bred literary greats including James Agee, Cormac McCarthy, and Nikki Giovanni. Knoxville is home to one of the largest sculptures dedicated to an African American in the country. Located in Haley Heritage Square is a 13-foot high bronze statue of author and Pulitzer Prize winner Alex Haley who chose to spend the last several years of his life in Knoxville. Renowned artists Beauford Delaney and Joseph Delaney hailed from Knoxville. Musicians Roy Acuff, Chet Atkins, the Everly Brothers, and RB Morris called Knoxville home during their careers. Women’s suffragist Lizzie Crozier French was active in the ratification of the 19th amendment and was born and raised in Knoxville.

The lasting influence of these artists and activists leaves the Knoxville area as a welcoming area to live and work. More about the area and support groups can be found at Visit Knoxville <https://www.visitknoxville.com>, the Beck Cultural Exchange Center <https://www.beckcenter.net>, the Knoxville Urban League <https://thekaul.org>, Knoxville City https://knoxvilletn.gov, Knox County <https://knoxcounty.org>, My Knox Village <http://myknoxvillage.com/business-directory/wpbdp_category/special-needsdisability-services/>, Knox Pride <https://knoxpride.com/equality>, Centro Hispano de East TN [https://www.centrohispanotn.org](https://www.centrohispanotn.org/), and Knoxville chamber [https://www.knoxvillechamber.com](https://www.knoxvillechamber.com/)

**Position Summary:** Plan, organize, and supervise the processing of financial aid documents within the Financial Aid Office. Direct daily activities to ensure compliance with federal, state and institutional policies and procedures. Provide supervision and direct the work of financial aid staff overseeing complex financial aid programs evaluating their accuracy and productivity. Evaluate effectiveness of existing operating procedures and implement improvements to enhance delivery of financial aid to students.

**Essential Functions**

**55%** Supervise the daily operational staff, functions and scheduling of the financial aid programs to ensure daily workflow objectives are met. Delegate assignments in all phases of the student financial aid program and establish standards and goals and evaluate employee results and accountability. Serve as a back-up processor to all program areas during peak periods, to ensure timely awarding of financial aid to students. Develop and conduct training opportunities for staff and students. Assist with New Student Orientation when needed. Communicate effectively with individuals from various ethnic and socio-economic backgrounds. Handle escalated complaints from students and parents and resolve student financial aid issues.

**5%** Remain current with all federal and state regulations pertaining to financial aid programs. Interpret and implement necessary changes to ensure compliance requirements are met and staff have incorporated all pertinent regulatory changes. Communicate changes to appropriate PSCC staff/departments.

**5%** Assist Director with developing, documenting and implementing up-to-date office policies and procedures in conjunction with the regulatory requirements mandated by the Department of Education and ensure the effective performance of financial aid operations.

**30%** Research and resolve problems related to financial aid applications, eligibility, and awards.

* Attend and participate in webinars, seminars, workshops, conferences, and other meetings concerned with the implementation of state and federal laws and regulations on financial aid.
* Utilize specialized financial aid computer applications such as Banner, Common Origination and Disbursement (COD), National Student Loan Database System (NSLDS), Return to Title IV, Servicer Systems and others.
* Develop presentations and present the material to students, staff, institution, Cashiers and outside professional groups.
* Review and approve/deny applications for Dependency Override and Professional Judgment, requests based on the facts obtained, submit file for corrections, if necessary refer student to other resources as needed.
* Work with TnCIS staff.
* Ensure prompt completion of the monthly employee timesheets and annual reviews.
* Assist Director with interviewing and hiring of full-time staff.

**5%** Recommend and implement options for potential solutions to streamline processes to enhance delivery of financial aid to students. Ensure internal audit programs are completed to meet program requirements. Collaborate with FA Director for preparation and completion of the Financial Aid Audit with external auditors.

Note: The College reserves the right to change or reassign job duties, or combine positions at any time.

**Job Requirements:**

* Bachelor’s degree or higher from an accredited college/university
* At least 4 years’ financial aid or higher education administrative and supervisory experience required (with direct reports preferred). Financial Aid experience of 3 years or more preferred.

Part-time work experience is calculated at 50% credit of full-time work experience

Special Skills/Application of Knowledge: Strong technical skills and the ability to trouble-shoot problems are strongly preferred. Being able to address problems quickly and find immediate steps to resolve them. Proficient at analysis of current processes and ability to develop improvements to them. Superior diplomacy skills are essential for relations with both internal and external customers. Position requires strong supervisory skills – must hold staff accountable and be able to manage their work load either while employee works remotely or ‘in-person’ – accountability measures must be designed and followed to ensure timely processing of financial aid documentation.

Knowledge is acquired from on-the-job financial aid administration and supervising people. Attendance at federal and State training conferences; Dept. of Ed. credentialing.

**Key Result Areas**

Meeting financial aid processing deadlines to ensure financial aid availability for students to attend school. Managing the office efficiently so that processes are completed and students have money on their accounts by the time school begins and are able to purchase books and needed supplies.

**Scope of Responsibility**

This position oversees the administration and processing of millions of dollars in financial aid. Errors could be costly for students and the institution.

**Complexity & Creativity**

Position requires excellent analytical and critical thinking as well as project management and organizational skills. Strong attention to detail and problem identification and solving skills are essential. Additionally, solutions must be developed while maintaining and working within a limited budget. The position involves multiple projects, tasks, and activities occurring simultaneously. Also, patience, understanding, and diplomacy are critical to this position especially when working with students and parents. The specific state/federal, TBR and college policies that this position needs to know are as follows:

**FERPA Regulations**: Following FERPA regulations (20 U.S.C. § 1232g; 34 CFR Part 99). This law protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education

**Grievance procedures pertaining to students or faculty:** Understanding internal College and TBR policies (grade appeals, P-080 complaints) as well as guidelines and resources for filing outside agency complaints regarding discrimination and academic complaints and being able to explain to students their options and the procedures for filing a complaint (i.e. the office or individual to whom complaints should be addressed; directing students to appropriate paperwork and policies regarding complaints).

**Human Resources policies and procedures**: Guiding contract employees and work study students in the completion of requirements and paperwork associated with working for the College. Writing and managing contracts and payroll time sheets for contract employees

**Physical Demands:** Job requires standing, walking, sitting, use of hand and fingers, reaching with hands and arms. Occasional travel to other site campuses, FAFSA events, or conferences.

**Hazards:** No imminent dangers exist in workplace from deficiencies in equipment or building; however repetitive motion injuries could possibly occur from extended computer use. From a security standpoint, there always exists the possibility, however remote, of an angry, unstable, or violent student or parent posing a potential threat.

**Pay Rate:** $49,090 - $61,020/per year. Pay will be determined based on related work experience above required. To be considered in determining pay, all related work experience must be listed on the application.

**Special Instructions to Applicants:** To be considered for a position at Pellissippi State, you must create an on-line application. Your skills, abilities, qualifications, and years of experience will be evaluated using only what is recorded on your application. Work experience that is **not** listed on the application will not be considered towards compensation. Please note: attaching a resume does not substitute for completion of the application form. Part-time work experience is calculated at 50% of full-time experience. Please note: to scan, upload, or attach documents, a computer and scanner are available at the Hardin Valley Campus Educational Resources Center, if needed.

Pellissippi State Community College is an EEO/AA/Title VI/Title IX/Section 504/ADA employer

If you have any problems or questions please contact Human Resources at Pellissippi State Community College’s Human Resource Office at 865-694-6607 or by email at [recruiting@pstcc.edu](mailto:recruiting@pstcc.edu).

A summary of our benefits can be found at <http://www.pstcc.edu/hr/benefits>

If you are interested in this position, click on the link to the left to apply.

#mrp