

JOHNSON UNIVERSITY

FINANCIAL AID DIRECTOR

Function:

The individual must be a dynamic, highly skilled financial aid professional. The successful candidate will provide leadership and vision to manage the University financial aid budget; provide ongoing financial projections and data analysis; while making recommendations on awarding policies and procedures to meet University enrollment goals and compliance. The Director will serve as the campus authority on federal, state, institutional, and other financial aid programs and will need to remain current regarding federal and state financial aid regulations and compliance expectations of the university. The Director must be an active and visible leader both on campus and in the larger community.

REPORTS TO: Vice President for Finance

Leadership Accountability:

TN Campus - Financial Aid Coordinator, Financial Aid Counselors 1 & 2, Student Account Advisor,
Student Employees
FL Campus – Financial Aid Counselor

Primary Responsibilities:

- Provides oversight for the department's policies and daily operations, as well as direction to the division for the development and implementation of efficient and high quality services;
- Lead department staff meetings, share information as appropriate, encourage teamwork and promote the development of ideas for improved service and efficiency;
- Responsible for ensuring accurate delivery of financial aid to qualified students in a supportive and timely manner;
- Manage endowed scholarship accounts and awards appropriately to qualified students;
- Monitors scholarship budget regularly throughout the academic year to ensure the department stays on track with budget expectations;
- Ensure department meets compliance standards with all financial aid policies, procedures and regulations;
- Manage the department operational budget and annually makes suggestions to improve scholarships to meet the university's enrollment goals;
- Collaborates with all divisions of the university to support student enrollment and success;
- Lead or serve on teams, committees, and task forces as needed to fulfill the goals of the university;
- Participates in presentations to current and potential students and/or parents regarding financial aid topics in various campus events such as Preview Days, Graduate Information sessions;
- Provide enhanced internal and external communication systems to inform students and parents about financial aid policies and procedures.
- Produces all internal and external reports regarding the distribution of financial aid in a format that informs non-financial and financial aid users accurately;
- Develops and implements database systems to track financial aid expenditures and make future projections;
- Overseeing the implementation of database software and other financial aid communication systems to ensure accuracy in awarding/distribution of funds;
- Maintaining monthly reconciliation of all federal Title IV funding to University and coordinate with business office for timely drawdowns and handling of funding;
- Collaborate with the University registrar for proper withdrawal procedures and NSC enrollment reporting of student body;
- Oversees Title IV refunds and repayments including US Department of Education and NSLDS notifications;

- Responsible for final verification, dependency override, professional judgements, and satisfactory academic progress (SAP) appeals in accordance with the FSA handbook regulations;
- Complete annual performance evaluations and performance plans for each direct report and provide guidance and direction for their personal and professional development;
- Develop, implement, and revise policies and procedures to ensure compliance with federal and state laws, regulations, and college policies related to financial aid and scholarships;
- Maintaining professional connections in state, regional, and national financial aid organizations;
- Overseeing the hiring, training, supervision, and evaluation of staff;
- Assisting team members when necessary to enable the success of the department.

Qualifications:

- Bachelor's degree or equivalent experience in an area with focus in finance, or counseling;
- 3-5 years of financial aid experience administering financial aid at a college or university;
- Experience in supervising and leading professional staff;
- Knowledge of applicable federal and state laws, statutes, campus processes that affect financial aid service.

Abilities:

- Exceptional customer service orientation;
- Exceptional oral and written communication skills. Must be able to communicate sensitive and/or complex information in a confidential and straightforward manner;
- Must be a creative problem solver. Must have the ability to data mine to extract data to support opinions and/or resolutions;
- Proficient user of Microsoft Office and experienced in financial database systems;
- Must possess a high level of accuracy, self-motivation, strong attention to detail, and the ability to handle a heavy workload;
- Familiarity with academic environment, policies and procedures;
- Excellent organizational skills with the ability to organize and prioritize multiple complex projects and tasks simultaneously;
- Must be willing to work additional hours when necessary.