

## **Associate Director of Financial Aid-Student Academic and Enrollment Services**

*Hiring Range: \$3,785.60 - \$5,463.48*

### **JOB SUMMARY/ESSENTIAL JOB FUNCTIONS:**

The Associate Director of Financial Aid assists the Director of Financial Aid in the overall administration of federal, state, institutional, and other financial aid programs. This position supervises the Financial Aid Counselors, Administrative Services Assistant, work-study students, and other staff. The Associate Director is responsible for the day-to-day operations, administrative reporting, funds management, training, compliance with federal, state, and institutional policies, and personnel matters. The position oversees student federal and private loan processing, advising students, customer service initiatives, and serves as a liaison to state, federal, and private agencies and organizations regarding compliance, audits, and preparation for U.S. Department of Education Program Reviews.

### **DUTIES AND RESPONSIBILITIES:**

1. Assists the Executive Director Financial Aid and Strategic Retention in the overall administration of federal, state, institutional, and other financial aid programs.
2. Manages the day-to-day operations of the Office of Financial Aid. Monitors Banner automation reports.
3. Oversees the planning and implementing of financial aid policies, procedures, and training that assist with the office meeting federal, state, institutional, and accreditation standards.
4. Supervises, trains, evaluates, and provides work direction and guidance to the financial aid staff; and reviews and monitors the work of staff to ensure compliance and accuracy with state and federal policies and regulations.
5. Participates and provides feedback in the employment decisions, to include the hiring, promotion, and performance management of financial aid staff.
6. Oversees the administration of loan programs: Direct Federal Loans and Private Educational Loans. This includes the creation and disbursement process of the loan programs and the resolving of loan issues to include the creation of pop-cells and etc.
7. Oversees the auditing of the Federal Verification Process; ensuring that income and other items are accurately reported on the student's FAFSA and that adjustments are made by the counselor/student.
8. Communicates vital information to students, prospective students and parents as to guidelines for Financial Aid processes and eligibility.
9. Counsels current and prospective students on federal Title IV, state, and other aid resources, policies, and application procedures. Provides a mandatory one-on-one counseling session to newly enrolled first year students at UTHSC.
10. Evaluates, approves, and awards federal loans to students in accordance with federal, state, and University regulations, policies, and operating guidelines. Processes additional loan requests throughout the school year. \

11. Responsible for understanding and articulating rules and regulations related to: Packaging, Awarding (i.e. FWS, Direct Loans, institutional loans, etc.), Verification, Cost of Attendance, Budget Adjustment/Professional Judgement requests, and Satisfactory Academic Progress.
12. Maintains communication with colleges as it relates to the awarding of the college endowed scholarship awards.
13. Provides financial aid presentation at orientation and other events as necessary.

**MINIMUM REQUIREMENTS:**

**EDUCATION:** Bachelor's Degree (**TRANSCRIPT REQUIRED**)

**EXPERIENCE:** Five (5) years in a Student Financial Aid Office with experience at the Assistant or Associate Director Level. Financial aid experience with a strong orientation towards high-volume and time-sensitive financial aid processes. Working knowledge of federal and state programs and of the rules related to administering these programs. Excellent customer service skills to ensure student needs are being met in a timely and efficient manner. Demonstrated knowledge in the management of financial aid need analysis, packaging and required revisions. Ability to interpret Federal and state financial aid regulations and determine appropriate course of action. Experience monitoring and awarding federal and state financial aid programs. Ability to accurately gather, compile, and analyze data and prepare reports. Skill set to establish and maintain effective working relationships with faculty, staff, students and College administration. Ability to demonstrate a commitment to ethical financial aid principles and financial aid best practices. Excellent oral and written communication skills. Ability to write clear, concise letters using effectual writing skills. Knowledge of Banner or a comparable student information software program. Knowledge of FERPA, HIPAA, and other student state and federal privacy laws, sound project management and policy drafting skills, supervisory skills, demonstrated strong problem solving and diplomacy skills, an ability to demonstrate a commitment to diversity, service-oriented leadership, and collegiate and collaborative working relationship with students, staff, faculty, alumni, and academic leaders. Ability to work and meet expectations in a fast paced environment and to demonstrate knowledge of ethical principles related to federal financial aid; ability to think strategically, prioritize effectively, and act decisively; solid written and oral communication, sound conflict resolution and diplomacy skills, and interpersonal skills. Sensitive to cultural diversity and ability to communicate and interact effectively with people of various ages and diverse backgrounds. Proven ability to work effectively as a team member. Ability to analyze and interpret data and make independent decisions; responsible for decisions. Highly motivated, focused and results oriented. Strong diplomacy skills and professional discretion.

**WORK SCHEDULE:** This position may occasionally work evenings and weekends; occasional travel.

Direct Job Link:

[https://ut.taleo.net/careersection/ut\\_health\\_science\\_center/jobdetail.ftl?job=19000000KB&tz=GMT-05%3A00](https://ut.taleo.net/careersection/ut_health_science_center/jobdetail.ftl?job=19000000KB&tz=GMT-05%3A00)