



**Connecticut Community College
Job Description
Campus Supervisor, Financial Aid Services**

Salary Level:
CCP 18 (Subject to Willis)

Date Approved/Revised:
April 15, 2021

POSITION PURPOSE:

The Campus Supervisor, Financial Aid Services is located on ground at a campus location and provides assistance in the administration and operation of student financial aid for the campus. The position involves detailed work within the institution's student information system, and additionally involves substantial counseling of students and parents on personal financial management and the student aid application process. The position manages file review and determines student eligibility to receive financial aid awards in accordance with state, federal and institutional regulations. The incumbent additionally oversees, plans, and conducts financial aid and other program workshops for both internal and external constituents. The position supervises and trains staff for the campus to support the goals of the office, which includes the ability to communicate complex rules and regulations to constituents both within the institution, such as faculty, staff, and administrators, as well as students and parents.

SUPERVISORY AND OTHER RELATIONSHIPS:

This position reports to the Regional Director of Financial Aid, Operations, and Outreach. This incumbent provides direct supervision and leadership to office staff within the campus location and may provide additional supervision to student workers as needed. This position is expected to collaborate with all other associated offices within the Enrollment Management and Student Affairs division within the institution. This position interacts extensively with students, parents, faculty, staff, administrators, and the general public. These relationships may involve the collection and discussion of protected information under federal law. The incumbent is expected to represent the institution in a positive manner both within and outside of the office.

EXAMPLES OF DUTIES:

The following examples of duties illustrate the general range of tasks assigned to the position, but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

- Providing direction to office staff on the institution's policies and procedures, which may include training exercises.
- Planning activities to increase public awareness of financial aid opportunities and availability.
- Counseling students and families on personal financial management and the student aid application process.
- Operating within a complex student information system, and within a fast-paced higher education environment.
- Determines student eligibility to receive financial aid funds in accordance with federal, state, and institutional regulations.
- Manages file review process for completion of verification and resolution of conflicting information.

- Identifies and determines special circumstances in order to exercise Professional Judgement in accordance with all federal, state and institutional regulations, policies and procedures.
- Analyzes the financial resources needed within the campus to ensure the equitable distribution of financial aid funds from available sources.
- Prepares reports, both scheduled and upon request.
- Provides direction, training, and professional development recommendations for assigned staff to ensure the efficacy of the department and the compliant administration of federal student aid.
- Works with grant, loan, and reporting functions within all federal systems, including COD, CPS, and NSLDS.
- Administers and awards financial aid to students meeting student eligibility requirements.
- Reconciles funding, as needed.
- Assists in the preparation and submission of the FISAP.
- Interacts favorably with third-party vendors.
- Reads and interprets federal and state financial aid regulations and guidance.
- Guides and directs front counter personnel by answering questions and reviewing student accounts with them.
- Plans and conducts financial aid workshops, information sessions and paying for college sessions and other programs such as “FAFSA Month” for internal and external constituents.
- Maintains an alpha caseload to ensure necessary documents are received and conflicting information resolved to ensure aid can be disbursed.
- Maintains and manages first line workflow and staffing.
- Coordinates with related offices on campus to ensure that all policies and procedures are adhered to.
- Delivers and participates in training activities and workshops, as needed.
- Performs other duties as assigned.
- May involve occasional evening or weekend work.

PROFESSIONAL PARTICIPATION AND DEVELOPMENT

In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

- Attendance and participation at convocation, commencement, and honors ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at, committee, staff, informational, and professional meetings.

QUALIFICATIONS:

The incumbent is required to have demonstrated advanced knowledge and abilities in the following areas:

- A comprehensive knowledge of state and federal financial aid rules and regulations.
- Familiarity with funding sources, their policies, and regulations.
- Demonstrated operational knowledge of a financial aid office.
- The ability to multi-task and manage multiple deadlines in a fast-paced environment.
- Demonstrated knowledge and ability in training and assisting staff members in a higher education environment.
- Interacting favorably with staff, agency personnel, and related vendors.
- Effective interpersonal, written, oral, and presentation skills.
- Demonstrated problem solving, planning, and organizational skills.
- Experience with student financial aid audits at the federal and state levels.

- Experienced user of higher education student information systems.
- A demonstrated understanding of the mission of a community college.
- Previous community college experience is strongly preferred.
- Significant experience with Ellucian's Banner student information system is strongly preferred.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Master's degree in an appropriately related field together with one to four years of related experience including up to two years of experience in leading or supervising others; or a combination of education, training and experience which would lead to the competencies required for successful performance of the position's essential duties.

WORK ENVIRONMENT

The incumbent typically performs work in offices, conference rooms and in locations where groups of students, faculty and staff gather. The work does not, normally, involve any significant physical effort. The incumbent may travel to public sites to make presentations as well as travel to regional or central meetings and conferences.