



**CONNECTICUT STATE COMMUNITY COLLEGE**

**Job Description**

**Director of Financial Aid, Operations and Compliance**

**Salary Level:**  
**CCP 20 (Subject to Willis)**

**Date Approved/Revised:**  
**9/10/21**

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**POSITION PURPOSE:**

The Director of Financial Aid, Operations and Compliance supports the Associate Vice President for Financial Aid Services & Title IV Compliance in the execution of strategic enrollment plans and regulatory and compliance issues for Financial Aid. The position has oversight of the daily core operations for financial aid and management of the Financial Aid Banner system. This position monitors federal and state regulatory environments and identifies any resulting changes that may impact the office workflow to generate financial aid packages. The Director assists the AVP in management of all compliance issues, and other duties as assigned.

**SUPERVISORY AND OTHER RELATIONSHIPS:**

This position reports to the Associate Vice President for Financial Aid Services & Title IV Compliance. This position provides direct supervision to three Associate Directors and other staff as needed. This position is expected to collaborate with other regionalized positions within the institution.

This position is required to have extensive cooperative relationships with a variety of staff within the institution and outside agencies within the scope of financial aid activity. This includes coordination and planning efforts with each of the Regional Directors of Financial Aid, Operations and Outreach, and the AVP. This position involves handling information of a confidential nature, and requires the incumbent to protect the confidentiality of that information. The incumbent is expected to represent the College in a positive manner and to collaborate with academic and student services departments in contributing to retaining students.

**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.

- Oversight of the daily core operations for financial aid services and the management of the Banner financial aid module, including all aspects of importing/exporting financial aid records, batch awarding, disbursing, reconciliation, beginning and end of term/year clean-up processes.
- Assists with the administration of all financial aid programs provided by the college.
- Monitors federal and state regulatory environments and identifies changes and their impact on the workflow of student awarding.
- Maintains subject matter expertise in federal, state, and institutional financial aid regulations.
- Maintains a thorough understanding of guidance governing federal, state, and institutional financial assistance programs.
- Assists the AVP in managing all compliance activities, including the maintenance of the college's policies and procedures manual and subsequent documentation.
- Assists the AVP with the implementation of large-scale regulatory changes in the financial aid office, as needed.
- Maintains the department's operational calendar.
- Oversees Banner system set up for the academic year.
- Works in close collaboration with IT and third-party servicers to administer the unit's numerous technology implementations and enhancements, including the financial aid module in the Banner student information system, as well as federal and state systems, digital imaging technology, and other applications.

- Supports the AVP in compiling documentation and files for any audits or other quality assurance reviews conducted on the activities of the office.
- With the AVP, develops, implements, and maintains multiple levels of proactive internal quality control mechanisms to ensure compliance with all federal, state, and institutional policies and/or regulations. Develops action plans to remedy any violations or deficiencies noted.
- Assists in the development and execution of the College's default prevention program.
- Recommends policy updates and/or procedural changes as a means to ensure compliance.
- Assists in the development and execution of the College's communication plan.
- Manages and maintains consumer information in accordance with federal guidelines to ensure compliance. Coordinates activities between Financial Aid, Business Office, Admissions, and Registration to ensure all required information is available to students and appropriately disseminated.
- With the AVP, develops and delivers comprehensive training programs, including financial aid fundamentals, changes to federal and state regulations and institutional policies, and changes to or reminders of office procedures.
- Assists the AVP in the dissemination of relevant financial aid information to other offices and college officials.
- Conducts assessment activities to ensure mastery of required knowledge and skills for existing and new staff.
- Responsible for the department in the absence of the AVP.
- Maintain a commitment to CSCC overarching goals including initiatives encouraging equity and diversity.
- Performs other duties and tasks to support the overall success of the division.

May work nights and weekends, within contractual limits.

### **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 at the college and regional level.

### **QUALIFICATIONS:**

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students. They are expected to have excellent oral and written communication skills along with strong Information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.) Incumbents are required to have demonstrated advanced knowledge and abilities in the following:

- Substantial experience with a highly automated financial aid management system and a thorough knowledge of state and federal financial aid rules regulations required.
- Demonstrated operational knowledge of a financial aid office.
- Familiarity with funding sources, their policies, and regulations.
- Strong personal financial management and information technology literacy skills.
- The ability to multi-task and manage multiple deadlines in a fast-paced environment.
- Must be committed to student service, the mission of a community college, and have previous experience working in a community college environment.
- Exceptional problem solving, planning, and organizational skills.
- Interacting favorably with staff, agency personnel, and related vendors.
- Effective interpersonal, written, oral, and presentation skills.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Master's degree in accounting, business, student affairs, public administration, or related field together with three to six years of experience in financial aid in a higher education setting, with at least one year of supervisory experience; 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.