



**Central Office
Job Description
Assistant Director of Financial Aid Processing**

Salary Level:
CCP 17 (Subject to Willis)

Date Approved/Revised:
9/27/24

POSITION PURPOSE:

This position serves as the lead processing staff for all transactions of electronic records between CT State and the US Department of Education's federal systems and software in current or future iterations (FAA Access, COD, CPS, NSLDS, EDconnect, etc.). This also includes the use of affiliated software systems required for the compliant processing of student aid at CT State.

SUPERVISORY AND OTHER RELATIONSHIPS:

The Assistant Director of Financial Aid Services (Systems) reports to the Director of Financial Aid Operations and Compliance. This position may provide direct support to student workers or other support staff, as needed.

This position interacts extensively with other affiliated offices within CT State and is therefore expected to maintain significant relationships as required. 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.

- Performs timely and accurate transfer of student records from the US Department of Education to the Banner Financial Aid system.
- Performs the federal financial aid dataload process, including downloading electronic application and correction records from the federal processor, uploading records to the Banner Financial Aid system, posting data requirements to applicant records, resolving data discrepancies.
- Coordinates, adjusts, and monitors dataload activity throughout the processing cycle.
- Identifies and resolves dataload errors.
- Performs financial aid suspended application record maintenance.
- Performs Banner export and import processing for Pell and Direct Loans.
- Identifies and resolves processing errors or discrepancies in funding for Pell and Direct Loans.
- Establishes and manages methods for required federal Transfer Monitoring reports submitted electronically to NSLDS.
- Performs Banner processes that monitor financial aid satisfactory academic progress of students to assure correct expenditure of state and federal funds.
- Establishes and manages methods of required Exit Counseling processes for students.
- Manages Federal SEOG awards.
- Assists with Federal Work-Study payroll loads to the Banner Financial Aid system, manages FWS awards, and monitors monthly FWS earnings of students and exception reports.
- Performs other duties and tasks to support the overall success of the division.

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:

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and student. 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:

- Broad knowledge of federal financial aid programs and federal and state regulatory agencies.
- General knowledge of accounting practices, data processing and business operations.
- Able to work independently to meet deadlines.
- Expert knowledge of ERP and Financial Aid Systems (particularly Ellucian's Banner), ELM, NSLDS, all EDE programs and processes.
- Strong presentation skills.
- The ability to maintain effective working relationships with co-workers, vendors, and the public.
- SQL query design and development experience preferred.
- Working knowledge of relational database reporting tools.
- Experience developing test plans.
- Demonstrable project management skills with the ability to manage multiple tasks, communicate project status and provide leadership and direction to others.
- Proficient understanding of entire development and implementation process, including specification, documentation, and quality assurance.
- Strong problem-solving skills.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Bachelor's degree in an appropriately related field together with two to five years of related 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.