



**Central Office
Job Description
Associate Director of Financial Aid**

Salary Level:
CCP 19 (Subject to Willis)

Date Approved/Revised:
4/16/24

POSITION PURPOSE:

The Associate Director of Financial Aid supports the Director of Financial Aid, Operations and Compliance in regulatory and compliance issues for Financial Aid. The position has oversight for all aspects of financial aid delivery related to federal, state, and institutional student aid programs. This includes, but is not limited to the Federal Pell Grant, Direct Loans, Work-Study, the Pledge to Advance Connecticut (PACT) program, and institutional aid program. This position is responsible for reporting and reconciliation of federal funds, the administration of non-federal funds, and other duties as assigned.

SUPERVISORY AND OTHER RELATIONSHIPS:

This position reports to the Director of Financial Aid, Operations and Compliance. This position provides direct supervision to central office staff at the Financial Aid Specialist level, and other staff as needed.

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.

- Oversees all aspects of the institution's financial aid delivery related to the federal student aid programs, including the Federal Pell Grant, Direct Loan, and Campus-Based programs.
- Responsible for the administration of all non-federal funds, including but not limited to the Pledge to Advance Connecticut Program, Institutional Financial Aid, Scholarship programs, and Foundation awards.
- Responsible for all reporting and reconciliation efforts for each affected federal fund, supported by Central Office and Campus-Based staff.
- Analyzes and makes recommendations on the use of funds to meet the mission and goals of the institution.
- Performs quality assurance checks and internal program reviews to determine strategies that ensure non-federal funds are awarded to students in accordance with applicable state statutes.
- Works with the Associate Director of Financial Aid Systems to recommend and implement any technical changes to the administration of non-federal programs within the college's student information system.
- Possesses a thorough understanding of the federal student aid programs to establish foundational eligibility for non-federal student aid awards.
- Serves as the institution's Return to Title IV Administrator, supported by Central Office and Campus-Based staff.
- Assists the Director in the development and implementation of the college's default prevention program.
- Assists in the development and implementation of a financial literacy and communication program to reduce the institution's Cohort Default Rate with an understanding that high rates can put the institution at risk of losing federal funding.
- Manages preliminary Cohort Default Rate communications from the Department of Education and works with the Central Office staff to challenge results, as needed.
- Makes determinations on monthly Federal Work Study payment amounts in coordination with Central Office and Campus-Based staff.
- 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.
- Maintains a commitment to CT State's overarching goals including initiatives encouraging equity and diversity.

- 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 at the college and Central Office and Campus levels.

May work nights and weekends, within contractual limits.

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:

- Experience with a highly automated financial aid management system and a thorough knowledge of state and federal financial aid rules regulations required.
- Familiarity with funding sources, their policies, and regulations.
- The ability to multi-task and manage multiple deadlines in a fast-paced 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 two to five years of experience in financial aid in a higher education setting, with up to two years 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 conferences and central meetings.