



West Valley - Mission

Community College District

CLASS SPECIFICATION

SUPERVISOR, FINANCIAL AID SERVICES

Supervisory Position (Non-Exempt Status)

Supervisors Salary Schedule – Range 28

DEFINITION

To plan, organize, direct, and supervise financial aid staff and operations within the student enrollment and financial services department; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director, Enrollment and Financial Services.

Exercises direct supervision over assigned technical staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for delivery of financial aid services; implement policies and procedures.

Plan, prioritize, assign, supervise, and review the work of staff involved in financial aid programs.

Evaluate operations and activities of assigned responsibilities; develop and recommend improvements and modifications to improve operational efficiency and ensure proper controls and regulatory compliance; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; monitor and control expenditures.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Reconcile financial aid program accounts, including check transmittal and board of governor's fee waiver adjustments; maintain appropriate data and records for financial aid program expenditures.

Perform financial aid outreach activities; prepare and present financial aid information to students, parents, staff, and the general public in a variety of settings.

Recommend, interpret, administer, and update financial aid policies and procedures, ensuring compliance with pertinent federal, state, and local laws and contractual regulations.

Prepare a variety of periodic reports; prepare and submit statistical and electronic data to a variety of internal and external users.

Coordinate and liaison with federal, state, county, and other outside agencies to answer questions, resolve problems, provide data, and interpret and apply changes in rules and regulations concerning financial aid.

Identify and correct database system errors or concerns in collaboration with information systems staff.

Determine students' eligibility for various financial aid programs; provide professional judgment for special or unusual circumstances.

Manage student loan collection activities; collaborate with relevant district staff to develop and administer a loan default prevention program.

Serve as liaison between other college and district departments with regard to providing information and technical direction to correct system errors, situations, or concerns; act as both internal and external liaison to coordinate Financial Aid office response to program reviews and audits.

Coordinate the scholarship program to ensure timely availability of and access to application materials; provide leadership to the scholarship committee; ensure timely notification to award recipients; coordinate annual scholarship awards event.

Administer Federal Work Study Program and budget process for work study students; prepare and process timesheets for work study and hourly student workers.

Answer questions and provide information to students, staff, administrators, and others; investigate complaints and recommend corrective action as necessary to resolve complaints.

Attend and participate in professional groups, seminars, and/or training courses as required.

Build and maintain positive working relationships with co-workers, other district employees, and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of the provision of financial aid programs in an institution of higher learning.

Complex integrated systems as they relate to financial aid programs.

Principles and practices of supervision, training, and performance evaluations.

Principles and practices of budget monitoring.

Principles and practices of safety management.

Pertinent local, state, and federal laws, ordinances, rules and regulations.

Ability to:

Organize, implement, and direct financial aid operations/activities.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports, and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Interpret and explain pertinent federal and state regulations, and department policies and procedures.

Troubleshoot applicable computer systems and software and recommend solutions and improvements to correct system errors.

Assist in the development and monitoring of an assigned program budget.

Develop and recommend policies and procedures related to assigned operations.

Supervise, train, and evaluate assigned staff.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Communicate effectively orally and in writing.

Relate effectively with people of varied academic, cultural, and socio-economic backgrounds using tact, diplomacy, and courtesy.

Establish and maintain effective, cooperative, and collaborative working relationships with others.

Work beyond normal business hours, attend evening meetings and/or perform weekend work, and travel.

Experience and Education

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in a financial aid office, including one year providing technical and functional supervision over assigned staff.

Education:

Equivalent to an Associate's degree from an accredited college with major coursework in finance, accounting, business or a related field.

EEO Category: Professional Non-Faculty

Date Approved: November 1, 2016