

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: DIRECTOR, FINANCIAL AID & VETERANS SERVICES

DEFINITION

Under general direction, plans, organizes, and manages all functions of the District's comprehensive Financial Aid and Veterans Services programs; authorizes aid packages and assures compliance with federal, state and institutional program requirements and regulations; implements systems that support efficient service delivery and effective audit trails; oversees operation of the Veterans' Resource Center, creates and enforces District policy and procedures for federal and state regulations in Financial Aid and Veterans Services; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Vice President, Student Affairs. Exercises general direction and supervision over technical and administrative support staff.

CLASS CHARACTERISTICS

This is a Department Director classification that plans, manages, and oversees the daily functions, operations, projects, and activities of the Financial Aid and Veterans Services programs, including research, outreach, partnership development, strategic planning, and special projects. This class provides assistance to the Vice President, Student Affairs in a variety of administrative, coordinative, analytical, and liaison capacities.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

1. Plans, oversees, and directs the District's comprehensive federal and state financial aid and Veterans Administration (VA) Educational Benefits programs and the Veterans' Resource Center; manages and participates in the development and implementation of District goals, objectives, and priorities for assigned programs.
2. Monitors legal and fiscal liability to the District in all aspects of financial aid program management; interprets federal and state laws, the Family Educational Rights and Privacy Act, and the California Education Code.
3. Develops, implements, and evaluates policies and procedures for the administration of financial aid, scholarships and veterans services programs; maintains program quality and integrity, and defines program goals and philosophies.
4. Supervises the certification of VA Educational Benefits to assure compliance with state and federal regulations for veteran students and their dependents.
5. Plans, organizes and directs the activities of the Veterans' Resource Center; assumes responsibility for providing a safe, welcoming space for the veteran and military student population; ensures opportunities for peer-to-peer support for academics, wellness, mentoring, and social networking through active participation in campus and local communities; coordinates resources to provide assistance with academic counseling, disability accommodations, financial aid, scholarships, veteran benefits information, and additional referrals to District, local, state and federal resources and services to support student completion and success.
6. Plans, organizes and oversees the District's scholarship program to assure the awarding of scholarships is consistent with applicable requirements; authorizes transfer of funds and payment to students.
7. Manages the compiling, monitoring, evaluating, analyzing, and verifying of data related to the District's population of eligible and awarded students, including mandated federal, state, and institutional reporting; utilizes applicable integrated database systems and external federal and state software systems; maintains and updates Program Participation Agreement, as required.

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8. Manages the development and enhancement of data processing systems and software applications and the resolution of problems with existing systems in collaboration with Institutional Technology staff.
9. Performs ongoing review of statements, policies, and procedures related to Financial Aid in catalog; develops, revises, and implements as needed to maintain compliance with District, state, and federal requirements; advises administration, faculty, and staff of need for change in current policies.
10. Plans, directs, coordinates, and reviews work plans for staff providing services and activities; assigns work activities, projects, and programs; review and evaluate work products, methods, and procedures; responds to staff questions and concerns.
11. Participates in the selection of new staff; trains, motivates, and evaluates assigned staff; provides or coordinates staff training; coaches staff toward improved performance; recommends and implements discipline and termination procedures.
12. Reviews and resolves petitions for exceptions to academic procedures and policies related to financial aid and veterans' services.
13. Serves as a liaison to and coordinates with other District departments and Higher Education Centers to assure timely processing and tracking of Financial Aid and Veterans Services and to disseminate information; negotiates and resolves sensitive and controversial issues within the programs; analyzes and resolves conflicts with individual student issues.
14. Plans, develops, organizes and directs District outreach activities related to financial aid, scholarships and veterans' programs to students, staff, faculty, outside educational institutions and community organizations; provides financial aid information to feeder high schools, adult schools, and community agencies; oversees and participates in the development of publications and program information using various modes of communication; participates in a variety of committees.
15. Conducts a variety of organizational studies, investigations, and operational studies; prepares a variety of statistical and narrative internal reports for informational and planning purposes; recommend modifications to financial aid programs, policies, and procedures as appropriate.
16. Monitors status of program funds; prepares budgets and disbursement guidelines; accounts for proper expenditures of financial aid funds.
17. Prepares documentation and information necessary for program audits; serves as the liaison with outside auditors.
18. Attends and participates in professional group meetings and various District committees and advisory groups; stays abreast of new trends and innovations in the field of facilities planning and management and other programs and services as they relate to the area of assignment.
19. Maintains and directs the maintenance of working and official departmental files.
20. Monitors changes in laws, regulations, and technology that may affect District or departmental operations; implements policy and procedural changes as required.
21. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Vice President, Student Affairs.
22. Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
23. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
24. Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, budget development, program development, implementation, and evaluation.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.

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- Principles and practices of employee supervision, including work planning, assignment, review, and evaluation, and the training of staff in work methods and procedures.
- Principles, practices, and techniques of financial aid programs and veterans' services.
- Applicable federal, state, local, and District laws, regulations, ordinances, policies, and procedures relevant to assigned programs, projects, and operations.
- Operations, services, and activities of a comprehensive financial aid program and campus scholarship program.
- Operations, services, and activities of a Veterans Services program and Veterans' Resource Center.
- Confidentiality and security regulations relevant to student records.
- Financial aid, scholarships, and veteran services information and research resources.
- Contemporary issues of inclusion, social justice, diversity, access, and equity as related to higher education.
- Methods and techniques for the development of presentations, business correspondence, research and reporting, and information distribution.
- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socioeconomic, ethnic, religious, and cultural backgrounds, physical ability, and sexual orientation.

Ability to:

- Provide administrative and professional leadership and direction for the department and the District.
- Develop and implement goals, objectives, policies, procedures, work standards for the department and assigned program areas.
- Manage, direct, and provide effective leadership for a Veterans' Resource Center.
- Develop and monitor budgets and effectively utilize resources.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, local, and District laws, regulations, ordinances, policies, and procedures.
- Select, train, motivate, and evaluate the work of staff; train staff in work methods and procedures.
- Delegate authority and responsibility.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer a variety of financial aid programs, projects, and administrative activities.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Gather and analyze data, evaluate alternatives, and make sound recommendations.
- Coordinate program reviews and organize complex documentation for program audits.
- Maintain accurate databases, records, and files.
- Effectively manage priorities in complex and diverse operational units.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Understand scope of authority in making independent decisions.
- Use tact, initiative, prudence, ethics, and independent judgment within general policy, procedural, and legal guidelines.
- Resolve sensitive issues through the use of mediation and conflict resolution skills.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to bachelor's degree from an accredited college or university with major coursework in business administration, public administration, or a related field, **AND** five (5) years of progressively responsible experience in higher education administration, including three (3) years of experience in Financial Aid administration.

LICENSES AND CERTIFICATIONS:

Possession of, or ability to obtain, a valid California Driver's License by time of appointment is desirable.

DISTRICT VALUES

Incumbents in District positions are expected to exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. The incumbent must occasionally bend, stoop, or kneel in the performance of work duties.

ENVIRONMENTAL ELEMENTS

Employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employee may interact with upset staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Revised: February, 2000

Revised: June, 2011 (Replaced Director of Financial Aid)
Johnson & Associates

Revised: September, 2018
Koff & Associates