

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: SUPERVISOR, FINANCIAL AID

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.

DEFINITION

The Supervisor will supervise, review, and participate in the work of staff responsible for the operation and activities of the Financial Aid department, providing a variety of specialized technical support utilizing the student information system. The supervisor will organize, coordinate, and supervise the day-to-day technical processes and general operations in the Financial Aid Office; train and evaluate the performance of assigned staff. Provide Financial Aid system training and support to staff and/or student employees; ensure compliance with relevant regulatory requirements. Research information services and activities; coordinate and implement the upgrading of all systems with other units on campus; serve as a liaison with the Computer Systems and Services Department.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Financial Aid and Veterans Services, or designee. Exercises direct and general supervision over assigned staff.

CLASS CHARACTERISTICS

This is a Classified Administrator classification that exercises independent judgment related to Financial Aid functions and has significant accountability and ongoing decision-making responsibility associated with the work. The incumbent organizes and oversees day-to-day financial aid processing, reporting, and record keeping activities and is responsible for providing professional-level support to the Director, Financial Aid & Veterans Services in a variety of areas.

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. Supervise assigned staff including the assignment of duties and responsibilities; monitor and review work activities; identify training needs and develop and implement training plans as appropriate; evaluate the performance and participate in the screening and selection process of assigned staff.
2. Perform full supervisory activities, subject to management concurrence and in accordance with applicable District policies, which includes selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime/compensatory time; preparing and signing employee performance evaluations; recommending salary reclassifications;

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- responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.
3. Plan, arrange, and oversee day-to-day operations of work assignments for financial aid and scholarship programs; assist in planning and implementing office procedures; provide for the maintenance of safe working conditions and ensures safe work practices are followed by staff; provide leadership to ensure a fair and open work environment in accordance with the District's mission, goals and values; coordinate work at the Education Centers.
 4. Interpret, analyze, and apply complex laws, rules and regulations related to state and federal financial aid programs; implement changes and advise other staff to assure continued program compliance; advise assigned staff concerning changes in policies, regulations and technical procedures and provide direction and assistance for implementation; provide guidance, quality control and oversee professional judgement cases.
 5. Participate in the planning, development, and management of the budget; provide insight to leadership regarding various functions of compliance review, communications, systems, review, and State and Federal budget assessment.
 6. Oversee grant programs on campus, award, disburse, and reconcile program funds based on established program guidelines; assure proper steps and analyses are performed and documented for each student.
 7. Work with Finance to ensure proper fund management and disbursement as well as accurate and timely exchange of information between school information systems.
 8. Coordinate internal reconciliation efforts and report to reviewing entities such as auditors, program reviewers, CAL Grant, PELL, loans, and State funds.
 9. Create and maintain financial aid recipient files, maintain financial aid records, and prepare financial aid reports for various grant and loan disbursements; revise budgets and awards as necessary to prevent overspending of awards.
 10. Prepare detailed reports as required; develop and generate statistical data and reports related to various programs supervised.
 11. Perform technical and complex tasks of the work unit; may perform intake and registration tasks.
 12. Attend and participate in professional group meetings; maintain awareness of the trends and developments in the field of financial aid; incorporate new developments as appropriate.
 13. Perform other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Operations, services, and activities of Financial Aid.
- Pertinent Federal, State, and local laws, codes, as they pertain to Financial Aid and regulations including Title 5 regulations, Education Code practice and procedures.
- State residency laws and procedures.
- Principles and techniques of supervision, training, and performance evaluation.
- Basic principles and practices of budget preparation and administration.
- Methods and techniques of research, analysis, and decision making.
- Principles and procedures of report preparation.

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- District organization, operations, policies, and objectives both in general and as they apply to the Financial Aid Department.
- Technical aspects of the field of specialty.
- English usage, spelling, grammar, and punctuation.
- Advanced oral and written communication skills.
- Interpersonal skills using tact, patience, and courtesy.

Ability to:

- Plan, coordinate, implement, and manage assigned operations and activities of the Financial Aid Department.
- Supervise, organize, and review the work of assigned classified staff.
- Plan and organize the workflow to meet schedules and timelines.
- Select, supervise, train, and evaluate staff.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Compile, assemble, and interpret data from diverse sources.
- Prepare a variety of reports and correspondence related to the area of assignment.
- Maintain accurate and complete records and files.
- Develop and monitor the assigned budget.
- Interpret and apply applicable federal, state, and District policies, laws, and regulations.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Work independently with little direction.
- Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation and cultural populations of community college students.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the scope of work.

MINIMUM 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:

A Bachelor's degree from an accredited college or university with major coursework in business administration, public administration, or a related field, **AND** two (2) years of progressively responsible experience in Financial Aid.

DESIRED EDUCATION AND EXPERIENCE

Four (4) years of work experience in a college or university leading, overseeing, or supervising staff involved in utilizing integrated information systems comparable to Ellucian, Banner, PeopleSoft, Jenzabar along with other software options such as Business Objects, SARS, Perceptive Content, SARS, NextGen, CampusLogic, etc.

LICENSES AND CERTIFICATIONS:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although movement between work and campus areas may be required. Use of a computer to access, enter, and retrieve data or use of a calculator is needed. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Incumbent works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Created: November 2021

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