

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: DIRECTOR OF FINANCIAL AID, EVALUATIONS AND VETERAN SERVICES

BASIC FUNCTION:

Under the administrative leadership of the responsible Administrator, plan, manage, and implement the District's comprehensive Financial Aid, Evaluations, and Veteran Services programs; assume responsibility for administering the award process, regulate institutional sources of financial assistance in compliance with applicable regulations and implement systems that support efficient financial aid service delivery and effective audit trails; create and enforce College policy and procedures for Federal and State regulations in Financial Aid, Evaluations and Veteran Services.

REPRESENTATIVE DUTIES:

Plan, manage, and implement the District's comprehensive Financial Aid, Evaluations and Veteran Services programs; manage and participate in the development and implementation of District goals, objectives, and priorities for assigned programs; lead the departments in the creation, development and implementation of Student Learning Outcomes and Program Review. *E*

Monitor legal and fiscal liability to the District in all aspects of financial aid program management through knowledge and interpretation of Federal and State laws, the Family Educational Rights and Privacy Act, and the California Education Code; interpret, apply, and implement federal and state guidelines and regulations governing financial aid programs. *E*

Supervise the certification of educational plans to assure compliance with State and Federal regulations for veteran students and their dependents receiving benefits. *E*

Coordinate the interpretation and implementation of degree and certificate regulations with the Articulation Officer and the Officer of Instruction; coordinate with Institutional Technology to update student transcripts to post graduation and certification information. *E*

Supervise, coordinate, and oversee the review of academic records, to determine eligibility for granting degrees and vocational certificates, and certification of general education requirements for transfer students. *E*

Perform ongoing review of catalog relevant statements, policies, and procedures; develop, revise, and implement as needed to maintain compliance with college, State, and Federal requirements; advise administration, faculty, and staff of need for change in current policies. *E*

Plan, direct, coordinate, and review work plans for staff providing services and activities; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems. *E*

Participate in the selection of new personnel; train, motivate, and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures. *E*

Review and resolve petitions for exceptions to academic procedures and policies related to financial aid, graduation or certification, evaluations, and veterans services. *E*

Serve as a liaison to and coordinate with other college departments and Higher Education to assure timely processing of financial aid, evaluations, and veteran services and to disseminate information; negotiate and resolve sensitive and controversial issues within the programs. Analyze and resolve conflicts with individual student issues. *E*

Director of Financial Aid, Evaluations, and Veterans Services - Continued

Represent the District to outside educational institutions and community organizations; provide financial aid information to feeder high schools, adult schools, and community agencies; participate in off and on college meetings and committees. *E*

Manage and oversee the student information computer systems; participate in the development of new systems and in solving problems with existing systems in collaboration with Institutional Technology staff. *E*

Conduct a variety of organizational studies, investigations, and operational studies; prepare a variety of statistical and narrative internal reports for informational and planning purposes; recommend modifications to financial aid programs, policies, and procedures as appropriate. *E*

Monitor status of program funds; prepare budgets and disbursement guidelines; account for proper expenditures of financial aid funds. *E*

Prepare State and Federal mandated reports and Program Participation Application, as required. *E*

Prepare documentation and information necessary for program audits; serve as the liaison with outside auditors. *E*

Oversee and participate in the development of publications and program information using various modes of communication.

Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Operations, services, and activities of a comprehensive financial aid program.
Operations, services, and activities of a Veterans Services program.
Principles and practices of program development, administration, and review.
Federal, State, and local financial aid programs, regulations, and guidelines.
Federal, State, and local Veterans Services programs, regulations, and guidelines.
District policies and procedures related to the financial aid program.
Principles and practices of budget preparation and administration.
Principles of supervision, training, and performance evaluation.
Methods and techniques of research, analysis, and decision making.
Financial aid, Evaluations and Veteran Services information and research resources.
Principles and procedures of statistical record keeping and report preparation.
Modern office procedures, methods, and equipment including computers and applicable software.
English usage, spelling, grammar, and punctuation.
Interpersonal skills using tact, patience, and professionalism.
Conflict resolution and tolerance for interacting with upset and difficult people.
Oral and written communication skills.
Public relations principles and techniques.

ABILITY TO:

Manage, direct, and provide effective leadership for a comprehensive District Financial Aid, Evaluations and Veterans Services programs.
Develop and administer program goals, objectives, and procedures.
Analyze and assess programs, policies, and operational needs and make appropriate adjustments.
Identify and respond to sensitive community and organizational issues, concerns, and needs.
Plan, organize, direct, and coordinate the work of staff.
Select, supervise, train, and evaluate staff.

Director of Financial Aid, Evaluations, and Veterans Services - Continued

- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Prepare clear and concise administrative and financial reports.
- Prepare and administer an operational budget.
- Interpret and apply applicable Federal, State, and District policies, laws, and regulations.
- Conduct meetings and serve on committees.
- Work successfully with District faculty, administrators, and staff as well as community representatives.
- Coordinate program reviews and organize complex documentation for program audits.
- 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 course of work.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: a Bachelor's degree with a major in business administration, public administration, or related field and two years of increasingly responsible supervisory and management experience.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license and a safe driving record.

WORKING CONDITIONS:

ENVIRONMENT:

- Office environment.
- Constant interruptions.

PHYSICAL ABILITIES:

- Hearing and speaking to exchange information in person or on the telephone.
- Seeing to read and verify accuracy of data.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate office equipment.

HAZARDS:

- Contact with dissatisfied or abusive individuals.

Revised: February 21, 2000

Revised: June, 2011 (Replaces Director of Financial Aid)

Johnson & Associates