COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Associate Director Financial Aid Operations
POSITION NO.	501633
LOCATION	Warwick Campus
REPORTS TO	Dean Student Financial Assistance & Scholarships
GRADE	PSA 13
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	May supervise clerical staff and/or student aides
LIMITATION (if applicable)	N/A
REVISION DATE	April 29, 2024

JOB SUMMARY:

Responsible for the administration of a complex financial aid program, with primary focus on the day-to-day oversight and management of the Banner financial aid module, funding application and accounting. To act as the Director of Financial Aid in his/her absence.

DUTIES AND RESPONSIBILITIES:

- Formulate, implement, review and evaluate policies, procedures, and standards to ensure departmental compliance with Financial Aid guidelines and objectives.
- Interface with other appropriate institutional departments to coordinate programs, services, and policies.
- Interview and counsel students and parents regarding financial aid programs. Make recommendations and referrals to other institutional personnel such as Counseling, Student Services, Admissions, etc.
- Interface with guidance counselors and community service organizations to provide a timely and accurate flow of financial aid information to potential applicants.
- Perform needs analyses on student applications and construct financial aid packages; authorize program disbursements.
- Administer and conduct ongoing statistical reviews and reconciliation of all financial aid programs including Student Employment, Federal Pell Grant, Federal SEOG, Institutional Scholarships, Federal Direct Loans, and any other source of funds for student assistance.
- Forecast spending trends and make appropriate recommendations to modify spending rates according to budget allocations.
- Assist in preparation of department operating budgets, statistical reports and evaluations, and complex funding applications.
- Assist the Information Technology Department with the implementation, modification, and/or refinement of a computerized data processing system.
- Maintain day-to-day responsibility for the Banner Financial Aid module, overseeing all systems processing. Write and update rules, population selections, and other functional/technical aspects of the system. Test new releases and train financial aid staff on updated functionality.
- Work with Information Technology Department to create, update and maintain Argos reports to provide timely data on financial aid and enrollment.
- Train Financial Aid and other related CCRI staff to understand and use the Banner system; prepare and process program requests for timely and accurate record keeping.
- Participate in program and statistical reviews/audits; provide for the implementation of resulting recommendations.
- Troubleshoot problems as they arise and recommend and carry out appropriate resolutions.
- Coordinate and participate in FAFSA filing workshops for prospective and current students.
- Participate in the ongoing development and maintenance of the departmental policy, procedure, and processing manuals. Ensure that the department maintains compliance with all applicable federal, state, and institutional rules and regulations.
- Maintain expertise in all areas of financial aid so that the department can plan and react positively to constantly changing Federal, State, and institutional postures concerning student assistance.

- Select, supervise, train, and evaluate department staff.
- Prepare informational materials for publication and maintain current information on the departmental website.
- Work collaboratively in a diverse, inclusive, and student-centered environment, and with students of various learning styles, cultures, identities, and life experiences.
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
- Other duties as required.

LICENSES, TOOLS, AND EQUIPMENT:

ENVIRONMENTAL CONDITIONS:
This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:
- Bachelor's degree required.
- Five years of administrative financial aid experience required.
- Proficient in the use of automated, financial aid systems with expertise in the Banner Financial Aid module as a "super-user" required.
- Experience with COD and NSLDS required.
- Expert knowledge of federal financial aid regulations required.
- Strong supervisory, organizational, and interpersonal skills are essential.

PREFERRED QUALIFICATIONS:
- Master's degree in Educational Administration, Student Personnel or Business Administration

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.