NORTHEAST TEXAS COMMUNITY COLLEGE

Associate Director of Financial Aid

Department: Student Services
Job Status: Full Time
FLSA Status: Exempt
Reports To: Dean of Enrollment Management/ Director of Financial Aid
Grade/Level: Admin/Prof II
Amount of Travel Required: As needed
Work Schedule:
Positions Supervised: Financial Aid Coordinator and student workers
Contract Length: 12 months

Purpose

- To assist the Dean with interpretation and implementation of State and Federal regulations, Financial Aid/Business Office and College policies and procedures as they apply to student financial aid
- To assist in the daily operations of the Financial Aid office by advising students and parents
- To process all Electronic Data Exchange (EDE) transactions with the U.S. Department of Education including transmission of all Texas financial aid data reports to the Texas Higher Education Coordinating Board.

Major Responsibilities

- Assist the Director of Financial Aid with the administration of all aspects of the office operation.
- Assist in the supervision of all financial aid staff personnel.
- Evaluate, implement, and execute all existing software as well as new and emerging electronic technologies as they relate the financial aid office.
- Report accurately to the Department of Education, Texas Higher Education Coordinating Board and the National Student Loan Data System.
- Assist with updates to the Financial Aid policies and procedures for all federal, state and institutional programs.
- Coordinate the development of published consumer information.
- Counsel students and parents on the financial aid process and procedures.
- Assist Dean with interpretation and implementation of State and Federal regulation, Financial Aid/Business Office policy and procedures and Northeast Board policy as they apply to student financial aid.
- Assist Dean and the College Recruiter with conducting workshops for local high schools.
- Monitor access to confidential information of students’/parents’ taxable and untaxed income
- Monitor satisfactory academic progress of students.
- Analyze individual student needs using prescribed technology.
- Work closely with Business Office to ensure timely disbursement of funds.
- Audit student files periodically for accuracy and completeness.
- Assume duties of the Dean in his/her role as Director of Financial Aid during his/her absence.
- Maintain exemplary customer service standards.
- Performs other tasks as required by immediate supervisor

POSITION CHARACTERISTICS:

- Possess knowledge of all financial aid programs and regulations
- Communicate effectively both orally and written
- Possess proficiency using personal computers and Department of Education software programs
- Possess excellent mathematical and analytical skills as well as computer proficiency including MS Word, Excel, and Access
- Possess knowledge of the general operation of the financial aid office in an enrollment management setting
- Must be able to travel and work evenings and other times as deemed necessary for overall operations of the Financial Aid office
- Must be able to work effectively under stressful situations and still maintain a cordial, positive and professional demeanor
- Must be student/customer oriented
- Must be able to train and supervise clerical staff and student workers
- Must be able to handle multiple tasks with constant interruptions
- Experience with Poise database desired

**EDUCATION AND/OR EXPERIENCE REQUIREMENTS:**

- Bachelor’s degree required
- At least two years of full-time professional experience in financial aid or a related field.

**SIGNATURES:**

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Associate Director of Financial Aid  Date  

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Dean of Enrollment Management and Director of Financial Aid  Date  

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Vice President for Student and Outreach Services  Date  

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President  Date