NORTHEAST TEXAS COMMUNITY COLLEGE
JOB DESCRIPTION

Dean of Enrollment Management and Director of Financial Aid

Department: Student and Outreach Services
FLSA Status: Exempt
Grade/Level: Admin/Prof

Job Status: Full Time
Reports To: Vice President for Student and Outreach Services

Amount of Travel Required: As needed
Positions Supervised: Associate Director of Financial Aid, Registrar, Financial Aid Coordinator, Financial Aid Specialist
Contract Length: 12 months

Work Schedule:
Monday - Thursday 8AM - 6PM
Friday 8AM - 12PM
Or as assigned by the supervisor

PURPOSE:

The Dean of Enrollment Management and Director of Financial Aid will plan, manage, and direct administrative activities related to enrollment services and enrollment management. This person will also plan, implement, and evaluate all aspects of Financial Aid.

MAJOR RESPONSIBILITIES:

1. Oversees and directs the personnel and operations of Financial Aid, Registrar and Records, Admissions, Scholarships, and other related functions assigned by the Vice President of Student and Outreach Services.
2. Develops and manages the budgets for Enrollment Management and Financial Aid and oversees utilization of all other budgets in assigned areas, directing changes as needed to maximize the effectiveness of each area.
3. Assists in the establishment of enrollment goals of the institution, in aggregate and among targeted student groups, in collaboration with the College Recruiter, the President’s Cabinet, and the Strategic Planning and Assessment Review Committee (SPARC).
4. Under the guidance of the Vice President for Student and Outreach Services, creates and maintains a smooth flow in the admission, registration, and financial aid processes. This function monitors offices’ performance and finds solutions for problems in those processes that involve the college’s student information systems.
5. Assist the Vice President in creating a culture of evidence and continuous improvement among student service personnel. This includes providing accountability and motivation for the Implementation Leadership Team (ILT), which further includes leading the planning, development, testing, troubleshooting, and implementation of enhancements for the student information system.
6. Assists with and facilitates operation of, and improvements with, the student information system in collaboration with Computer Services.
7. Sets performance expectations and customer service standards for each office under the supervision of this position and annually monitors and evaluates office functions against those standards.
8. Recruits, recommends, trains, supervises, and evaluates personnel reporting directly to this position.
9. Represents Enrollment Management and Financial Aid on internal administrative and policy-making committees and represents the college in related professional organizations.
10. Interprets and implements state and federal financial aid policies and regulations.
11. Coordinates operational and compliance regulations and guidelines of local, state, and federal financial assistance programs.
12. Maintains accurate documentation, and ensures the timely reconciliation and submission of periodic and statistical reports to agencies. This includes using POISE to input data and generate reports and statistical data as required by funding sources.
13. Updates public information about financial aid programs, policies, application procedures and related information, in print and electronic venues.
15. Determines requirements for tuition waivers and maintain necessary documentation.
16. Maintains professional knowledge of current financial aid regulations, programs and policies.
17. Assists with the on-going training, supervision, and evaluation of direct reports.
18. Develops and implements financial aid workshops and outreach programs for students and/or parents to increase awareness and understanding of financial aid services and processes.
19. Applies and monitors the student financial assistance academic progress policy to determine continued student eligibility.
20. Awards financial assistance from a variety of possible sources; coordinate release of funds; identify and resolve problems related to effective delivery of funds.
21. Reconciles financial aid accounts with government agencies and the business office; resolves problems such as overpayment and incorrect disbursements.
22. Coordinates communication with other campus personnel, lenders, and state and federal agencies. Maintain accurate files and records.
23. Exchanges electronic funds and information with state, federal, and local funding agencies.
24. Serve on college committees as assigned.
25. Perform other duties as assigned by the Vice President for Student and Outreach Services.

POSITION CHARACTERISTICS:
This position requires:
- Strong leadership skills,
- Ability to interpret and implement federal, state and institutional policies to ensure regulatory compliance.
- Making effective use of funds and the integration of the financial aid and enrollment processes.
- The effective management of financial aid program and supervision of personnel.
- Serving as a liaison between the financial aid constituency and the Vice Presidents, which also includes developing and maintaining appropriate communication with all constituents (students, parents, faculty, federal, and state governments).
- Working knowledge of data management systems.
- Strong customer service attitude.

ADDITIONAL ESSENTIAL POSITION FUNCTIONS:
- May exceed 40 hours per week on a consistent basis, including evenings and weekends.
- Visible and available on campus during the standard 40 hour work week.
- Available as necessary via phone, email and text including evenings and weekends.

MINIMUM QUALIFICATIONS:
- A Bachelor’s degree required with five (5) years related experience in student services and/or enrollment management, business operations and/or processes; community college experience; student information systems, both internal and external.
- Excellent communication skills, interpersonal skills, and demonstrated leadership skills are essential.
- Five or more years of experience within a community college financial aid or business office working with student accounts.
- Previous supervisory experience.
- Strong organizational and computer skills.
- Knowledge of state and federal financial aid requirements (Texas).
Signatures:

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Dean of Enrollment Mgmt. and Director of F.A.             Date

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Vice President for Student and Outreach Services        Date

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President                                                Date

Revised: August 21, 2013
Diana Hall