



**COMMUNITY COLLEGE  
OF RHODE ISLAND**

**Division of Institutional Equity and Human Resources**

**POSITION DESCRIPTION**

<b>TITLE</b>	Associate Director Financial Operations
<b>POSITION NO.</b>	501633
<b>LOCATION</b>	Warwick Campus
<b>REPORTS TO</b>	Dean Student Financial Aid & Scholarships
<b>GRADE</b>	PSA 14
<b>WORK SCHEDULE</b>	Non-Standard: 35 hours per week
<b>SUPERVISION</b>	May supervise Clerical Staff and/or Student Aides
<b>LIMITATION (if applicable)</b>	
<b>REVISION DATE</b>	January 2025

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**JOB SUMMARY:**

To assist with the administration of the financial aid and student employment functions at the Community College of Rhode Island to include the determination and award of aid, coordination and preparation of student employment program, and provision of financial aid advising.

**DUTIES AND RESPONSIBILITIES:**

- Review financial aid applications to determine the extent of financial need and make awards of financial support within the limits set by established policies, rules and regulations; audit and adjust awards on the continuous basis; revise estimates of need as student and/or parents report changes in their financial circumstances
- Calculate prorations for student financial aid refunds; notify the appropriate funding agency of refund and amount. Manage the return to Title IV (R2T4) process for withdrawn students and prepare annual R2T4 reports for the director
- Conduct personal interviews with students and their parents regarding financial aid
- Determine student eligibility for the Federal Direct Subsidized Stafford Loan, Federal Direct Unsubsidized Stafford Loan, Federal Parent Plus Loan, and Alternative Loans
- Counsel borrowers regarding loan obligations, repayment plans and the possible consequences of loan default
- Determine and process scholarships and grants, including but not limited to Federal Pell Grants, Federal Supplemental Educational Opportunity Grants and Rhode Island State grants
- Manage Pell Grant and Direct Loan financial aid data through the federal Common Origination and Disbursement (COD) system and reconcile Pell Grant and Direct Loan disbursement records in the financial aid system with financial records in the federal COD system
- Assist with all electronic processes required to exchange financial aid applicant data with the federal Central Processing Service (CPS). This includes management of Electronic Data Interchange (EDI) functionality in the PeopleSoft financial aid system as well as use of EDconnect
- Assist with the management, maintenance and enhancement of the Ellucian/BANNER student information system. This includes the coordination and scheduling of batch production jobs, working with Information Technology Operation and Enterprise staff in developing specifications for ad hoc reports and customized system enhancements, and assisting with the testing of system patches and new releases prior to implementation
- Monitor CCRI aid expenditures and aid recipients' Satisfactory Academic Progress according to Community College Academic Eligibility Policy and Federal Guidelines
- Reconcile federal, state, and institutional programs with regulatory guidelines
- Coordinate and process awards and payroll for college's student employment programs such as Federal College Work Study Program (both on and off campus) and Student Help; prepare positions and budgets for department supervisors; prepare related payroll and accounting reports; notify department supervisors and students for eligibility/ineligibility; advise students of employment rights and obligations
- Oversee Financial Aid Ambassador Program to support FAFSA completion workshops. Facilitate and participate in FAFSA completion workshops on and off campus
- Allocate and monitor student employment budgets

- Assist in the writing and design of Student Financial Aid publications, manuals and forms
- Participate in the formulation of student aid policies, procedures and operations
- Support and provide technical expertise to staff to assure that accurate, relevant information and top-quality standards are met and regulations are adhered to
- Act as a referral for financial aid staff and others regarding student concerns on complex withdrawal issues or where precedent may not exist, as well as for data-related, system, and compliance inquiries
- Certify forms from other state and federal agencies that require financial aid and enrollment data
- Attend off-campus workshops and department meetings scheduled on a rotating campus basis
- Serve as liaison with other College offices such as Enrollment Services, Bursar's Office, Controller's Office, and Access to Opportunity
- Develop or modify policies and procedures to achieve enrollment goals, enhance effectiveness and efficiency and ensure compliance with laws and regulations
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college
- Work collaboratively in a diverse, inclusive and student-centered environment, with students of various learning styles, cultures, identities, and life-experiences
- Perform outreach duties; conduct Financial Aid workshops at high schools and Community College events. Occasional evening and weekend hours may be required to support enrollment activities and peak processing
- Other related duties as required

**LICENSES, TOOLS, AND EQUIPMENT:**

Personal and mainframe computer systems and related software.

There is considerable communication via the telephone and through public speaking engagements.

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**REQUIRED QUALIFICATIONS:**

- Bachelor's degree, preferably with course work in counseling and business disciplines
- At least three years of experience working in a financial aid office
- Experience with on-line computer systems and personal computers
- Strong supervisory, organizational and interpersonal skills
- Ability to understand and appreciate cultural diversity
- Must be able to maintain the strictest confidentiality of information
- Must have access to and use of own transportation

**PREFERRED QUALIFICATIONS:**

- Master's Degree

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