



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Associate Director of Financial Aid Services
POSITION NO.	501486, 504025
LOCATION	Warwick
REPORTS TO	Dean of Financial Assistance and Scholarships
GRADE	CCRIPSA 13
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISES:	Professional and support staff, student employees
REVISION DATE	December 2023

JOB SUMMARY:

The Associate Director of Financial Aid Services is a leader within the Financial Aid Office and is responsible for the administration of a complex financial aid program, including procedure development, funding application and accounting, supervision and training of staff, in order to provide proactive and responsive service to prospective and current CCRI students.

DUTIES AND RESPONSIBILITIES:

Commitment to CCRI's Mission:

- 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.
- Continuously endeavor to provide prospective and current students access to postsecondary education while identifying and removing barriers that prevent initial and continued enrollment.
- Partner with other college departments to develop and implement initiatives designed to close equity gaps in under-represented student populations.

Position-Specific Knowledge

- Formulate, implement, review and evaluate policies, procedures and standards to ensure departmental compliance with Financial Aid guidelines and objectives.
- Administer and conduct ongoing statistical reviews and reconciliation of all financial aid programs including Student Employment, Federal Pell Grant, Federal SEOG, Institutional and Foundation Scholarships, Federal Direct Loans and any other source of funds for student assistance.
- Provide financial aid services to students, develop packaging strategies for awarding funds and oversee professional judgment issues.
- Participate in program and statistical reviews/audits; provide for the implementation of resulting recommendations.
- 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.
- Perform needs analyses on student applications and construct financial aid packages; authorize program disbursements.

Student Service

- Interview and counsel students and parents regarding financial aid programs. Make recommendations and referrals to other institutional personnel such as Advising, Admissions, etc.
- Demonstrate a commitment to provide quality services to potential and existing students and parents.
- Troubleshoot problems as they arise and recommend and carry out appropriate resolutions.
- Coordinate and participate in FAFSA filing workshops for prospective and current students.
- Oversee and coordinate departmental phone queue, email, text messaging, voicemail and front counter coverage to maintain optimal service to students and other constituents.

Management and Leadership Skills

- Select, supervise, train and evaluate department staff.
- Interface with other appropriate institutional departments to coordinate programs, services and policies.

Community Engagement

- Be active in relevant professional associations.
- Participate in College committees as assigned.
- Interface with guidance counselors and community service organizations to provide timely and accurate flow of financial aid information to potential applicants.
- Provide and evaluate data being released to outside agencies to ensure compliance.
- Liaison with outside agencies and coordinate outreach activities.

Administrative Duties

- Oversee a comprehensive debt management, default prevention and financial literacy program.
- Interface with third party vendors, including but not limited to, those performing verification and other services.
- Prepare informational materials for publication and maintain current information on the departmental website.
- Other related duties as required.

LICENSES, TOOLS, AND EQUIPMENT:

Working knowledge of computers and related software; use of other office equipment.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Bachelor's degree
- Five years of Financial Aid (or similar) experience
- Two years of supervisory experience
- Demonstrated knowledge of federal financial aid regulations

PREFERRED QUALIFICATIONS:

- Master's degree
- Strong computer software (e.g., Excel) and student information systems (e.g., Banner) knowledge and skills
- Demonstrated experience with the Common Origination and Disbursement (COD and National Student Loan Data Systems (NSLDS) applications
- Demonstrated strong interpersonal skills
- Demonstrated experience with the Federal Direct Student Loan program

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