JOB DESCRIPTION

Job Title: Assistant/Associate Director of Financial Aid
Department: Enrollment and Student Success
Job Category/FLSA Status: Full-time/Exempt
Reports To: Registrar
Authority: Supervises financial aid team

Position Description
The Financial Aid Director is a key multi-campus leader for the College of Biblical Studies. The Director oversees all student aid and scholarship programs, ensuring students receive exceptional service, expert guidance and clear communication. The FA Director provides Christian servant-leadership and direct oversight to the financial aid advisors and has indirect reporting and collaboration with Student Accounts across multiple campuses, in partnership with the outside FA packaging service Global Financial Services. The Director ensures the college meets federal deadlines, audit requirements and accreditation standards as well as demonstrates compliance with federal, state, and local regulations. Candidates must balance financial aid experience and analytical skills with the ability to manage and inspire a team to excellence.

Major/Essential Functions
• Ensures the team delivers excellent, consistent financial aid services to students.
• Leverages scholarships and other aid to attract and benefit students, in partnership with the Enrollment Management Team.
• Leads and encourages the FA staff in their spiritual, personal and professional development.
• Cultivates collaborative internal partnerships in support of student enrollment and retention.
• Develops and manages the annual departmental program review and handles team evaluations.
• Provides timely and accurate reports to internal and external institutional stakeholders and authorities.
• Monitors operational activities to meet goals, ethics and guidelines, and to ensure compliance with regulatory authorities.
• Stays current with best practices, regulation changes and revenue opportunities relevant to a faith-based, private college receiving Title IV financial aid.

Duties/Responsibilities
• Manages all financial aid processes for awarding student loans, grants and scholarship packages.
• Guides key strategic decisions related to financial aid, including cost of attendance.
• Counsels and trains others to expertly counsel incoming students and their parents regarding financial aid.
• Works collaboratively with Global Financial Services to ensure accurate packaging of students’ financial aid awards.
• Interprets and applies federal and state laws and regulations relating to financial aid.
• Develops and maintains policies and procedures to support the administration of student aid and the management of student accounts.
• Manages the reconciliation of student receivable accounts with the college’s Business Office.
• Manages recalculations of Title IV funds resulting from changes in students’ enrollment statuses.
• Ensures CBS has exception-free financial aid audits and program reviews.
• Ensures accuracy of college’s financial aid data in the school’s student information system.
• Manages a team that closely engages students in the financial aid application process and ensures students are informed about their eligibility for financial aid.

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• Develops and monitors the Financial Aid operating budget.
• Facilitates student training and communication regarding Financial Aid services and processes.
• Performs other administrative duties as assigned.

Qualifications
Minimum Requirements:
• Bachelor’s degree from an accredited institution of higher education and one or more years of financial aid experience or the equivalent.
• Is a committed Christian, active in a local church.
• Agrees with the core doctrinal position (items 1-8) of the college.

Preferred Qualifications:
• Master’s degree and/or specialized financial aid certifications
• At least three years experience in progressive management of financial aid operations at private, faith-based institution
• Bilingual in English and Spanish (speak, read and write).
• Experience with Sonis, Global (Campus Management experience a plus)

Equipment/Skills/Knowledge needed to perform job (i.e., vehicle, MS Word, License, etc.)
• Excellent relational, management, communications and administrative skills.
• Commitment to outstanding student service.
• Able to effectively use student information and financial aid systems.
• Able to manage multiple projects while achieving goals and objectives.
• Able to manage time effectively and meet deadlines.
• Skilled at counseling students and helping them resolve issues and complaints.
• Technology savvy and proficient in use of Microsoft Word, Excel, PowerPoint, Internet and email.
• Able to perform business math computations and maintain accurate financial records.

Mobility/Physical Demands
• Employee must sit, stand and walk.
• Employee must talk and listen via face-to-face contact, phone and videochat.
• Employee may be required to lift and/or move up to 10 pounds.

Working Conditions/Environment (i.e., necessary travel, unusual hours, etc.)
• Typical office environment
• Must be available for occasional nights or weekends for financial aid-related activities.
• Remote work potential

Security Sensitive: Yes

Statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, this job description does not establish a contract for employment and is subject to change at the discretion of CBS.

Believing that God values and calls men and women from every language, people and nation into His kingdom, CBS is committed to cultivating and maintaining an ethnically diverse educational and work environment that motivates and retains God’s chosen individuals. CBS does not discriminate on the basis of race, sex, color, age, national or ethnic origin, veteran, marital status, or physical or mental disability in the administration of its employment policies except as such conditions may constitute bona fide occupational or assignment limitation.