

JOB DESCRIPTION

Job Title:	Assistant Director of Student Financial Services
Department:	Student Financial Services
Job Category/FLSA Status:	Full-time/Exempt
Reports To:	Director of Student Financial Services
Authority:	As assigned; may oversee student workers, PT employees or contractors

Position Description

The Assistant Director of Student Financial Services for the College of Biblical Studies is a key player in counseling students on financial aid, partnering with Global Financial Services to package student aid, offering general financial guidance to students regarding loans and overall debt, and generally providing exceptional service, expert guidance and clear communication. The Assistant Director provides Christian servant-leadership in interactions with students and with colleagues from other departments, including Student Accounts, the Registrar's Office, Admissions and Recruiting, and Advising and Student Success. The Assistant Director assists the Director to ensure 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 provide encouraging, empowering service and guidance to students.

Major/Essential Functions

- Delivers excellent, consistent financial aid services to students.
- Clearly explains FAFSA, Title IV, scholarships, loans and other aid to students, including implications of debt and interaction with academic course schedule.
- Works collaboratively with internal partners in support of student enrollment and retention.
- Responds to student calls and emails in a quick, positive manner, tracking contacts and resolutions.
- Provides timely and accurate reports to director, as requested.
- 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.
- Ensures compliance with Title IV and Family Education Rights and Privacy Acts (FERPA) as it relates to the assigned areas of responsibility.

Duties/Responsibilities

- Assists with financial aid processes for awarding student loans, grants and scholarship packages.
- Expertly counsels incoming students (and their parents, if appropriate) regarding financial aid.
- Works collaboratively with Global Financial Services to ensure accurate packaging of students' financial aid awards.
- Understands and applies federal and state laws and regulations relating to financial aid.
- Appropriately follows policies and procedures to support the administration of student aid and the management of student accounts.
- Assists with the reconciliation of student receivable accounts with the Finance Office.
- Assists with the recalculation of Title IV funds resulting from changes in students' enrollment statuses.
- Assists with financial aid audits and program reviews.

- Accurately enters financial aid data in the school's student information system (current CampusNexus).
- Closely engages students in the financial aid application process and ensures students are informed about their eligibility for financial aid.
- Helps facilitate student training and communication regarding FA services and processes.
- Performs related duties as required.

Qualifications

Minimum Requirements:

- Bachelor's degree from an accredited institution of higher education and three or more years of financial aid experience or the equivalent.
- Be a committed Christian, active in a local church.
- Be in agreement with the doctrinal position of the college and able to sign its doctrinal statement without reservation.

Preferred Qualifications:

- Bachelor's degree from an accredited institution of higher education and five 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 CampusNexus, Global Financial Services (including MyFA).

Equipment/Skills/Knowledge needed to perform job (i.e., vehicle, MS Word, License, etc.)

- Excellent relational, management, communications and administrative skills.
- Demonstrates spiritual, personal and professional maturity.
- 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.
- Tech 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.