

FINANCIAL AID SUPERVISOR

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Exempt	Exec/Admin/Managerial	Supervisory	77	07/01/12	Classified	1 of 2

DEFINITION: Under direction of a higher level manager, supervises the day-to-day operations and staff of the Financial Aid Department. This includes organizing and coordinating work-flow and schedules, monitoring quantitative and qualitative output, and implementing new regulations and procedures, as well as complying with existing state and federal Financial Aid regulations.

EXAMPLES OF DUTIES/ESSENTIAL FUNCTIONS: Duties/essential functions may include, but not be limited to, the following:

- Analyzes student financial need; determines federal, state and local aid eligibility; monitors manual and automated functions; awards grants, loans, work-study and scholarships; advises students; maintains records and files; oversees student emergency loan processing; other related work as required.
- Interprets, applies and communicates laws, rules, regulations relevant to financial aid, District policies and procedures, and collective bargaining procedures.
- Organizes, assigns, schedules, and reviews the work of assigned staff.
- Assists in the monitoring, control, and maintenance of Datatel Colleague and other computer systems relevant to Financial Aid processing including NSLDS, COD, FAACCESS, FISAP, Web Grants, etc.
- Develops, implements, and monitors operational procedures.
- Acts on the behalf of the supervising manager in his/her absence.
- Conducts formal student expense budget research to establish annual local costs for food, housing, clothing, and other factors, and reports these to relevant agencies and entities.
- Compiles data and writes periodic or special reports as required needed by federal, state or local authorities; participates in the college's program review process.
- Supervises and evaluates classified staff and student employees.
- Designs, develops and publishes consumer information, including handbooks, notices, fliers, posters and public presentations.
- Hears student appeals and grievances and takes appropriate action.
- Attends and participates in professional development and training including seminars, conferences, workshops, and other meetings concerned with financial aid or related issues.
- Acts as a liaison with campus departments, federal, state or local agencies as required.
- Coordinates outreach to area high schools, community agencies, on-campus classes, and other organizations.
- Assists with the dissemination of campus-wide educational information related to financial aid rules and regulations; co-facilitates meetings with college stakeholders as needed.
- Serves on campus and district committees as assigned.
- Assists with the oversight of program budgets including campus-based aid and BFAP allocation.
- Performs other related duties.

MINIMUM QUALIFICATIONS:

Knowledge Of: Principles of supervision, operations, and training, including management of a complex, multi-staff environment; computer programs including skills in Excel, Access, Datatel Colleague, COD, NSLDS, FACCESS, Web Grants, etc.; appropriate federal, state, and local rules and regulations governing Title IV and other financial aid; District policies and procedures, matriculation regulations, and other related educational policies that apply to student academic progress; requirements and regulations



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pertaining to CalWORKs, EOPS/CARE, TANF, Social Security, INS, BOGFW, Bureau of Indian Affairs, etc.; current state and federal financial aid regulatory changes and updates; Business English, including vocabulary, correct grammatical usage, spelling, and punctuation; budget monitoring and control.

Ability To: Plan, organize, and direct the operations of a student Financial Aid Office; train and supervise assigned staff; analyze situations and make decisions without immediate supervision; prepare and maintain accurate records; monitor budget expenditures and maintain accurate, updated information; take accurate meeting minutes; effectively communicate, orally and in writing, with students, faculty, staff, and the general public; assist with and maintain computerized financial aid systems; establish and maintain cooperative working relationships; demonstrate sensitivity to, and the ability to work with, diverse racial, ethnic, gender, disabled and culturally diverse populations.

Education/Training: Bachelor’s degree from an accredited college or university or the equivalent.

Experience: Three years of increasingly responsible experience in a college Financial Aid Office, including at least one year providing technical or functional supervision to Financial Aid staff.

Actions: Newly created classification adopted by the Governing Board on 06/27/12.