

BUTTE-GLENN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: ASSISTANT DIRECTOR, FINANCIAL AID AND VETERAN SERVICES

L211.100

BASIC FUNCTION: Under the direction of an administrator, assists with the direction and supervision of Financial Aid and Veteran programs and services. Provides office coordination and scheduling as well as direct supervision of assigned staff, ensuring compliance with federal and state requirements and regulations and institutional policies and procedures related to financial aid and veteran administration.

REPRESENTATIVE DUTIES: *(The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk *)*

- *1. Assists the Director in the overall planning, administration, scheduling and operational activities of the Financial Aid Office and the Office of Veteran Services.
- *2. Oversees the daily operations of the Financial Aid Office and the Office of Veteran Services.
- *3. Provides the supervision, training and evaluation of assigned staff which may include but not be limited to, instructing, planning and assigning work, maintaining standards, coordinating activities, acting on employee problems, participating in new employee selection, recommending employee discipline and reviewing and evaluating the work of assigned staff for completeness and accuracy offering advice and assistance as needed.
- *4. Ensures office policies & procedures manual is updated regularly; makes recommendations on the development and implementation of office policies and procedures as necessitated by changing federal and state regulations; assists in the interpretation of federal, state and institutional policies related to financial aid and veterans administration.
- *5. Assists students in applying for financial aid and veterans benefits; answers questions pertaining to financial aid and veteran's programs and provides guidance as needed and or required.
- *6. Makes professional judgment determinations in accordance with office policies and as outlined in federal regulations.
- *7. Coordinates special projects as assigned by the Director, to include but not be limited to, in-reach and out-reach activities at District sites and presentations for community agencies.
- *8. Assists in the preparation, administration and maintenance of the Financial Aid Office annual budget.
- *9. Responsible for oversight of federal and state aid reconciliation processes; Pell Grant, Direct Loans, Cal Grant, etc.
- *10. Keeps informed of present and pending laws, rules, regulations and interpretations on the variety of financial aid and veteran's programs.
- *11. Coordinates office technology functions and procedures with Information Systems including the annual set up of the District's financial aid computer system; assists with assessing departmental computing needs and makes recommendations for program improvements to the Director; serves as the lead for Financial Aid and Veteran Services testing in the District's computer system working directly with Information Systems staff; responds to Information Systems inquiries and assists to facilitate continuous progress toward automation of financial aid and veteran's services functional areas.
- *12. Prepares and maintains fiscal reports, studies, surveys and program reviews.
- *13. Monitors the effectiveness of the Financial Aid and the Veteran's Services Offices. Develops action plans to correct any issues as required and manages the implementation of these plans in coordination with the Director.
14. Assists in the development of Student Learning Outcomes; addresses outcomes which pertain to areas of responsibilities.
15. Attends federal and state workshops related to financial aid administration; represents the Financial Aid and Veterans Services Offices on campus committees.
16. Serves on a variety of District committees as requested.
17. Performs related work as required.

MINIMUM QUALIFICATIONS:

● **EDUCATION AND EXPERIENCE:**

- Bachelor's Degree in finance, management, accounting, social or behavioral science or a related field or the equivalent*;
AND
- Two (2) years of experience in a position directly related to the duties and responsibilities of this class; **AND**
- One (1) year of experience in a supervisory position.

* Bachelor's education equivalency equals two years of increasingly responsible work experience for each full year (24-30 units) of college.

● **CERTIFICATES, LICENSES, REGISTRATION AND OTHER REQUIREMENTS:**

- Hold and maintain a valid driver's license throughout duration of employment with the District.
- Some travel may be required.

DESIRED QUALIFICATIONS:

- Bachelor's Degree in finance, management, accounting, social or behavioral science or a related field.
- Two (2) years of experience in financial aid at a community college.
- Two (2) years of experience in student services at a community college
- Experience with budgets and accounting principles
- Experience with college financial aid management systems

KNOWLEDGE, SKILLS AND ABILITIES: *(May be acquired through education, training and/or experience.)*

Knowledge of: District policies and procedures; laws and ordinances pertaining to the specific responsibilities of the position; supervisory and managerial concepts and principles; available financial aid and veteran's programs and services and financial aid administration methods; modern office management methods and technology; administrative services that support the delivery of higher education including but not limited to enrollment, financial aid, student and veteran services; analysis and evaluation of programs, services, projects and day-to-day operational needs; the use of social media; and budget preparation.

Ability to: apply District and departmental policies, procedures and regulations; ensure compliance with all laws, regulations and policies through effective office supervision and leadership; plan and coordinate the most effective use of staff, facilities and resources to achieve program goals; comprehend and stay current with laws, regulations and guidelines for financial aid and veterans administration; accurately assess the financial needs of students; communicate professionally in confrontational situations; exercise tact and diplomacy in dealing with sensitive and complex issues and situations; communicate through the use of social media; utilize keyboarding skills commensurate with the required functions for this position; compose reports; analyze correspondence; analyze administrative problems and prepare comprehensive, clear and concise reports and recommendations; make sound, educated decisions; work independently and in a team; utilize computers to perform advanced-level document production including the complex formatting of documents, creating charts, establishing and maintaining databases and spreadsheets; use a variety of software and hardware; establish and maintain cooperative working relationships with those contacted in the course of work; work with diverse populations; make required mathematical calculations rapidly and accurately; maintain records accurately and with confidentiality as required; compile, organize and use various financial information necessary in the preparation and monitoring of the departmental budgets and expenditures.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Provides direct supervision to assigned departmental staff. Hires, trains and provides direction to hourly and student employees.

PHYSICAL EFFORT:

Normal office environment.

CONTACTS:

Faculty, staff, administrators, students and the general public.

WORKING CONDITIONS:

Normal office environment.

NOTE: THIS CLASS IS EXEMPT UNDER FLSA PROVISIONS

Butte-Glenn Community College District is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Butte-Glenn Community College District will provide reasonable accommodation to qualified individuals. Butte-Glenn Community College District encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.