

# BUTTE-GLENN COMMUNITY COLLEGE DISTRICT

## CLASS TITLE: DIRECTOR, FINANCIAL AID AND VETERAN SERVICES

L130.100

**BASIC FUNCTION:** Under the direction of an administrator, administers and supervises College Financial Aid and Veteran programs and services, ensuring compliance with requirements and regulations of the College and of funding organizations. Provides direct supervision to assigned management and departmental staff.

**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. Provides overall direction and supervision to department. Supervises and supports department staff and student assistants as required and/or needed. Supervisory duties include instructing, planning and assigning work, maintaining standards, coordinating activities, acting on employee problems, assisting with new employee selection, recommending employee discipline and discharge as appropriate. Reviews and evaluates the work of subordinates for completeness and accuracy; offers advice and assistance as needed.
- \*2. Develops and implements office policies and procedures; assists in the interpretation of federal, state and institutional policies related to Financial Aid and Veteran administration.
- \*3. Assists students in applying for Financial Aid and Veteran benefits; answers questions pertaining to Financial Aid and Veteran programs; reviews completed financial aid files for accuracy, completion and consistency; ensures federal guidelines are followed in determining student eligibility; makes professional judgment determinations based on federal guidelines.
- \*4. Coordinates the mailing of financial aid award notifications.
- \*5. Monitors and evaluates students' status to verify continued eligibility.
- \*6. Approves emergency and book loans to students.
- \*7. Collects data and prepares a number of statistical reports for administration and other agencies as required, including the annual reports required for the Chancellor's Office and the Federal Department of Education.
- \*8. Keeps informed of present and pending laws, rules, regulations and interpretations on the variety of Financial Aid and Veteran's programs.
- \*9. Serves as financial aid liaison to local high schools; conducts parent and student financial aid workshops at the schools and at other agencies as requested.
- \*10. Coordinates the functions of VA certification, reporting, file maintenance, inquiries, attendance monitoring and related for veteran students and eligible dependents of veterans.
- \*11. Coordinates the functions of all automated data exchange/reporting systems; coordinates office data processing functions and procedures with Information Systems; maintains departmental website.
- \*12. Prepares and administers the Financial Aid/Veteran Office annual budget.
- \*13. Attends federal and state workshops related to Financial Aid administration; attends administrative meetings as required.
- \*14. Initiates and maintains positive relationships with other departments and members of the College community.
- \*15. Provides advice and guidance pertaining to federal Financial Aid regulations, academic progress appeals, dependency overrides, income adjustments, etc.
16. Liaises with Business Office to ensure sufficient funds are available prior to disbursement.
17. Ensures Financial Aid Office staff are in compliance with electronic access regulations and procedures in relation to the awarding, delivery and reconciliation of Federal and State Student Aid.
18. Serves on a variety of District committees as requested.
19. Performs related work as required.

### MINIMUM QUALIFICATIONS:

- **EDUCATION AND EXPERIENCE:**
  - Bachelor's Degree; **AND**
  - Three (3) years of experience in a supervisory position directly related to the duties and responsibilities of this position.
- **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 management, public administration, business, counseling or a related field.
- Four (4) years of supervisory experience in Student Services in postsecondary education.

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

**Knowledge of:** District policies, rules 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 of financial aid and veteran's administration methods; modern office management methods and technology, including computers and a variety of software programs; website maintenance; use of social media; preparation and administration of budgets; organizational development and administration; staff and program management.

**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 Veteran's administration; accurately assess the financial needs of students; maintain departmental website; promote programs and inform program participants through the use of social media; communicate professionally in confrontational situations; work effectively with diverse populations; exercise tact and diplomacy in dealing with sensitive and complex issues and situations; perform duties in a timely manner despite interruptions; meet established deadlines; utilize keyboarding skills commensurate with the required functions for this position; make required mathematical calculations rapidly and accurately; compose reports and correspondence; analyze administrative problems and prepare comprehensive, clear and concise reports and recommendations; make sound, educated decisions; work independently; establish and maintain cooperative working relationships with those contacted in the course of work; maintain records accurately and with confidentiality as required; compile, organize and use various financial information necessary in the preparation of the budget.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Provides overall direction and supervision to-staff 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.