

**Job Description:** DIRECTOR, FINANCIAL AID → DIRECTOR STUDENT FINANCIAL SERVICES  
**Approved, MPC Associate Dean for Human Resources:** 5/14/2012  
**Board Approved:** 5/23/12

## MONTEREY PENINSULA COLLEGE

### DIRECTOR OF STUDENT FINANCIAL SERVICES

#### **JOB SUMMARY**

Under general direction, manage Student Financial Services to achieve objectives according to Federal, State, and District guidelines. Effectively direct, manage, coordinate and supervise the Student Financial Services operations of the College; formulate, interpret and administer policy and procedure; establish and maintain student financial aid records.

#### **EXAMPLE OF DUTIES**

##### **Essential Functions**

Develop goals and objectives for effective, comprehensive program of student financial aid according to Federal, State, and District guidelines; direct and coordinate the delivery of student financial aid; evaluate effectiveness of the Student Financial Services Department and personnel; maintain student financial aid records.

Provide direction, leadership, training and supervision and an environment to ensure efficient, responsive and friendly service to students, faculty, staff and administration; perform staff evaluations as required.

Prepare applications and/or proposals for federal, state, and local funds; develop, direct and implement budgetary controls for funds; prepare and administer budgets for department operation, Federal Work Study and the Board of Financial Assistance Programs (BFAP).

Coordinate financial aid operations with other organizational policies systems and programs including but not limited to: Admissions and Records, Extended Opportunities Programs and Services, Fiscal Services, Information Services, Counseling Division and other Divisions to ensure Student Financial Services support for students, faculty and staff.

Research, analyze, develop and recommend departmental processes and procedures to increase/improve operational efficiency; ensure effective controls and regulatory compliance.

Direct the development and implementation of a marketing plan for Student Financial Services.

Authorize the disbursement of all financial aid funds.

Oversee and coordinate the Student Financial Services response to program reviews and audits.

Review and respond to proposed legislation related to financial aid.

Conduct needs analysis and determine individual student eligibility for various aid programs; verify documents and maintain student generated information used to determine eligibility for financial aid; advise students regarding academic and career objectives in relation to financial aid; review student status to determine continuance or increase/decrease of aid.

Direct the student loan default prevention program; provide guidance to staff to maintain a low default rate.

Resolve and/or assist in the resolution of problems and/or complaints and initiate corrective action as appropriate.

Prepare a variety of Financial Aid program related reports and correspondence including but not limited to the Federal Fiscal Operations Report and Application to Participate in Federal Financial Aid (FISAP) report, and the California Community College Governing Board Report, and MIS Report.

Maintain a liaison with Federal, state, county, agencies and MPC Foundation to answer questions, resolve problems, provide data, interpret and apply changes in rules and regulations concerning financial aid, Federal Work Study and Outreach.

Direct the coordination and development, implementation and maintenance of automated financial aid systems with college computing resources staff, California Student Aid Commission (CSAC) and guarantee agency; direct, coordinate and maintain various computer records.

Direct coordination of student outreach efforts with other campus departments; develop, update and present financial aid information through the use of brochures, literature, website, and workshops directed toward students, parents, and community groups; maintain and update Student Financial Services office information resource library.

### **Other Functions**

Participate on college committees as required.

Attend and participate in professional groups, seminars and /or courses to obtain current information concerning regulations and services, and provide for financial aid development.

Perform other related duties as required.

## **EMPLOYMENT STANDARDS**

### **Education And Experience**

Any combination of education and/or experience, which would demonstrate the possession of the required knowledge, skills and abilities listed herein. For example, a Bachelor's Degree in Business, Finance or equivalent, in a related field and five years of increasingly responsible recent experience in Financial Aid and experience in a multicultural, multilingual organization as well as demonstrated experience in managerial responsibilities and financial aid management software.

### **Knowledge**

Knowledge of: State and federal regulations and code sections pertaining to Student Financial Aid including Administrative Code and Education Code; California Chancellor's Office Program regulations; State and Federal regulations and guideline governing financial aid, Title IV; methods of interpretation and evaluation of student financial records; policies and procedures for managing/evaluating staff; techniques for evaluating financial aid computer programs-Computing Options-Financial Aid Management System (FAMS) preferred.

### **Abilities**

Ability to: effectively organize, direct and manage the operations of Student Financial Aid Services; formulate, interpret and administer policy and procedures; learn, explain and apply current and new policies, procedures, rules and regulations pertaining to Student Financial Aid operations; analyze situations and make decisions on

procedural matters; understand and independently carry out oral and written instructions; communicate effectively in both oral and written form; work effectively with all levels of the District (students, faculty, management and staff), governmental representatives, community representatives, and the general public; train, supervise and evaluate staff to ensure efficient, responsive and friendly service to students, faculty, staff and administration; prioritize and schedule work to meet schedules and time lines; maintain security and confidentiality of records and information; accurately and efficiently use a variety of word processing, spreadsheet and/or database programs to create/produce letters, reports, spreadsheets and other documents as needed to fulfill the requirements of the job; learn and successfully use new software programs as required to fulfill the requirements of the job; use appropriate and correct English grammar, spelling, and punctuation; learn and successfully apply current/new office policies and procedures; establish and maintain effective work relationships with those contacted in the performance of required duties; demonstrate an understanding of, sensitivity to and appreciation for, the academic, ethnic, socio-economic, disability and gender diversity of students and staff attending or working on a community college campus.

**PHYSICAL EFFORT/WORK ENVIRONMENT:**

Light physical effort; occasional standing or walking; periodic handling of lightweight parcels. Indoor work environment.