



JOB TITLE: Director of Student Financial Services
DEPARTMENT: Student Financial Services
SUPERVISOR: AVP, Student Success
FLSA STATUS: Exempt

MAJOR PURPOSE:

The Director of Student Financial Services is responsible for administering all financial aid programs and student accounts operations, ensuring compliance with all federal, state, and institutional financial aid regulations, policies, and procedures. This position will have a priority focus on the continual improvement of customer services and communications for the department.

This position is full-time (40 hours per week), 100% in-person, and on campus. Occasional remote working may be approved by the supervisor.

A consumer credit check is required - must not be in default on any personal student loans.

The pay range for this position is generally: \$70,000 - \$90,000.per year. Individual pay is generally determined by a number of factors including job-related skills, experience, relevant education or training and location.

ESSENTIAL FUNCTIONS:

- Provides leadership and direction to the Student Financial Services Department.
- Plans, directs, manages, and coordinates all activities of the department. Reviews, develops, and implements policies, procedures, and technology to facilitate on-time, accurate, efficient, and innovative financial aid and student accounts services.
- Assure a high level of collaboration and communication with campus and university stakeholders.
- Manages, coordinates, and supervises all department operations and activities including financial aid and scholarship packaging, awarding, disbursing, and reporting.
- Ensures compliance with appropriate campus and university policies and procedures, and state and federal rules and regulations. Maintain complete and accurate records.
- Reviews, develops, and implements policies and procedures to assure that the office provides understandable, useful, and timely information to, and communication with, students, faculty, staff, university administrators, and other constituents (e.g., parents and alumni) while adhering to regulations, policies, and procedures. Utilizes technology, internal collaboration, and external partnerships to enhance business processes within and across Student Success and Enrollment departments.
- Collaborates closely with the Enrollment Department, Student Success, and all other units to support recruitment, retention, and graduation.
- Works closely with students, parents, staff, faculty, and other stakeholders to resolve issues. Provides counseling to students, parents, and others.
- Oversees and supervises unit staff and provides training and technical guidance. Encourages professional development and positive problem-solving.
- Responsibilities include fiscal, budgetary, and resource management; personnel recruitment and evaluation; professional development; and development of best practices.
- Prepares management reports and summaries for senior administration, executive, steering and advisory committees; acts as advisor to executive committees; serves on various university committees, communities of practice, and task forces related to financial aid/scholarships.
- Remain professionally active and up-to-date on best practices in student financial services initiatives and strategies.
- Performs other duties as assigned.

QUALIFICATIONS:

EDUCATION/CERTIFICATIONS:

- Bachelor's degree in related field required, Master's degree in related field preferred

REQUIRED KNOWLEDGE/EXPERIENCE:

- At least 3 years of experience in financial aid, scholarship administration, higher education finance, or a related field. Additional experience with student services is preferred.
- 3 years of management experience in a relevant field.
- Extensive knowledge of Financial Aid programs and regulations.
- Proficiency in Google Workspace (i.e. Drive, Sheets, Docs) and Microsoft Office Suite (i.e. Word, Excel, Power Point, Publisher) and higher education systems (i.e., SIS, CRM, FAMS), et. al.

SKILLS/ABILITIES:

- Ability to develop and lead a team in exceptional customer service.
- Strong analytical skills, strong competence working with numbers, attention to detail, as well as effective communication and interpersonal skills.
- Demonstrated ability to work as an individual and as part of a team.
- Must possess excellent oral and written communication skills.
- Strong organizational and management skills.
- Knowledge of and ability to work with computer-supported systems.
- Understanding of FERPA and ability to use tact and discretion in handling confidential information.

WORKING ENVIRONMENT:

The employee agrees to promote the values and mission of William Jessup University as a private Christ-centered University and live a life consistent with biblical principles. The employee shall conduct himself/herself in a manner consistent with the Community Covenant and Statement of Faith. Additionally, the employee may play a formative role in the spiritual lives of students in a manner consistent with the Community Covenant and Statement of Faith. This may include leading devotions and/or spiritual formation groups and seeking other opportunities consistent with a biblical spiritual formation role.

WORKING CONDITIONS:

The employee is regularly in a typical, air-conditioned office environment with adequate light; moderate noise levels; and tile, concrete, and carpeted floors. There are no hazardous or significantly unpleasant conditions.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION:

While performing the duties of this job, the employee is regularly required to talk or hear and frequently required to stand, walk, sit, and use hands to handle files, computers, and phones; reach with hands and arms; stoop, crouch and kneel. Frequent and regular repetitive movements required using the wrists, hands, and/or fingers. The employee will occasionally lift and/or move up to 20 pounds. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The above statements and job description are intended to describe the nature and level of work being performed within this job. They are not intended to be an exhaustive list of all responsibilities, duties and tasks. Other similar or additional duties are to be performed or assigned. Job descriptions are not intended as and do not create employment contracts. William Jessup University maintains its status as an at-will employer. Employees may be terminated for any reason not prohibited by law.

I acknowledge I have reviewed the content of this job description and understand that to perform this job successfully, I must be able to perform the essential duties with or without accommodation. If I am requesting any reasonable accommodations in order to perform my job, I must immediately inform my supervisor or Human Resources.

Employee Signature

Date