



JOB TITLE: Associate Director of SFS
DEPARTMENT: Student Financial Services
SUPERVISOR: AVP of SFS
FLSA STATUS: Non-Exempt

MAJOR PURPOSE

The Associate Director of SFS is responsible for managing and administering financial aid programs in compliance with federal, state, and institutional regulations. This role involves counseling students and families on financial aid options, ensuring timely and accurate processing of aid applications, and providing support in financial aid operations, including disbursement and reconciliation processes. The Associate Director of SFS will also supervise staff members and collaborate with other departments to improve services and the student experience.

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

The pay range for this position is generally: \$65,000-\$75,000. Individual pay is generally determined by a number of factors including job-related skills, experience, relevant education or training and location.

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

ESSENTIAL FUNCTIONS

- Manages, coordinates, and supervises office operations and activities including financial aid and scholarships packaging, awarding, disbursing, and reporting
- Implements policies, procedures, and technology to facilitate on-time, accurate, efficient, and innovative financial aid and student accounts services
- Ensures compliance with appropriate campus and university policies and procedures, and state and federal rules and regulations. Maintain complete and accurate records
- Supervises student financial services staff, providing training, performance feedback, and guidance on complex cases.
- Counsels and guides students and their families on financial aid programs, processes, and eligibility requirements, including federal, state, and institutional grants, scholarships, and loans.
- Stays updated on all relevant regulations and ensure financial aid processes comply with federal (Title IV), state, and institutional policies.
- Oversees processes for disbursing financial aid funds to students and ensures accurate reconciliation of funds.
- Prepares and reviews reports for internal audits and external agencies; ensure data integrity and resolve discrepancies.
- Participates in recruitment and retention initiatives, financial aid workshops, and events to promote financial literacy and awareness.
- Partners with other departments, including Enrollment, Registrar, and Student Accounts, to ensure a seamless student experience.
- Coordinates specific financial aid programs, including scholarship management and financial aid for special populations, such as veterans or international students.
- Remains professionally active and up-to-date on best practices in student financial services

- initiatives and strategies
- Other duties as assigned.

QUALIFICATIONS

Education/Certifications

- Bachelor's degree required; Master's degree preferred in a related field such as Education, Finance, Business Administration, or Public Administration.

Knowledge Experience

- Minimum of 3-5 years of experience in financial aid or student services in a higher education environment.
- Familiarity with higher education systems (i.e., SIS, CRM, FAMS). Previous experience with financial aid management systems (e.g., PowerFAIDS, Banner, or similar) is highly preferred.
- Thorough knowledge of federal and state financial aid regulations, including Title IV programs.
- Proficiency in Google Workspace (i.e. Drive, Sheets, Docs) and Microsoft Office Suite (i.e. Word, Excel, Power Point, Publisher) and Internet, et. al.
- Experience working in a high-volume, fast-paced financial aid office.
- Experience with diverse student populations

Skills/Abilities

- Strong organizational and management skills
- Ability to develop and lead a team in exceptional customer service
- Strong problem solving skills and adaptability to changing circumstances
- Strong attention to detail
- Excellent oral and written communication skills.
- Analytical skills to resolve complex financial aid cases and discrepancies.
- Ability to work with computer-supported systems.
- Ability to use tact and discretion in handling confidential information

WORKING CONDITIONS

The employee agrees to promote the values and mission of Jessup as a private Christ-centered University and live a life consistent with Biblical principles. All employees of the University are expected to firmly support without reservations the Jessup University doctrinal statement of personal Christian faith and Community Covenant and Chapters. 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 ENVIRONMENT

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

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, 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 30 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. 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 if I have any physical limitations or require any reasonable accommodations in order to perform my job, I must immediately inform administration.

Employee Signature

Date
