

# CONNECTICUT COMMUNITY COLLEGES

## Job Description

### Associate Director of Financial Aid Services

**Salary Level:**  
**18**

**Date Approved/Revised:**  
**Approved: 10/01/02**  
**Revised: 7/1/12**

---

#### Position Purpose

The Associate Director of Financial Aid assists in the operation of a program of financial assistance to students at a Community College. The College attracts students with varying financial circumstances and provides grants, loans and work-study arrangements as an important element in making it possible for students to enroll.

Funding sources include federal, state and private organizations from whom the College solicits grants and loans. These sources have extensive reporting and compliance regulations requiring the use of complex networked information systems.

The position's role is that of assisting students to apply for financial aid, advising them on personal financial and educational expense management, and of performing record keeping and reporting assignments.

#### Supervisory and Other Relationships

The Associate Director of Financial Aid Services typically works under the direction of the Director of Financial Aid Services or other administrator.

The position leads or supervises one or more support staff who perform clerical, accounting and student assistance services.

The position is required to have extensive cooperative relationships with a variety of staff in funding organizations and with students, parents, and staff within the College and in other colleges in the system. These contacts involve obtaining and processing information of a confidential nature and require the incumbent to protect the confidentiality of that information. The incumbent is expected to represent the College in a positive manner and to collaborate with academic and student services departments in contributing to retaining students.

#### Major Accountabilities

The Associate Director of Financial Aid Services is accountable for assisting in operating the College's programs of financial assistance to contribute to attracting and retaining students and which help to make it possible for qualified students to attend the College. This accountability is achieved through effective performance in these essential functional areas:

- Program operation;

- Record keeping and reporting;
- Training and leading or supervising assigned staff

### **Examples of Essential Duties and Accountabilities**

The following examples of duties and accountabilities illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

A. **Program operation:** The Associate Director of Financial Aid Services is accountable for participating and assisting in the accurate and proper distribution of financial assistance to the College's eligible students. This accountability includes such essential tasks as:

1. Interviewing students, prospective students and parents to explain the process of applying for financial assistance and to assess their eligibility for assistance;
2. Preparing or assisting in the preparation of applications for assistance;
3. Advising applicants on sound personal financial management;
4. Participating in decisions on appropriate financial assistance for individual students and in making aid awards;
5. Monitoring academic performance of aid recipients and modifying levels of assistance when appropriate.

B. **Record keeping and reporting:** The Associate Director of Financial Aid Services is accountable for preparing accurate and timely records and complex reports of financial aid funds according to regulations of federal, state and private funding organizations. This accountability includes such essential tasks as:

1. Preparing and posting entries to records of financial assistance, including reconciling account balances, in accordance with the various record keeping requirements of funding organizations; this involves the use of complex networked information systems;
2. Compiling and preparing periodic reports of the status and use of financial assistance funds following complex procedures prescribed by funding organizations; this involves compliance with strict and complicated federal and state regulations;
3. Performing analyses and preparing reports on information about students and their use of financial assistance.

C. **Training and leading or supervising assigned staff:** The Associate Director of Financial Aid Services is accountable for assisting in providing work direction and training for assigned staff. This accountability includes such essential tasks as:

1. Providing work direction to assigned staff;
2. Training assigned staff in office procedures and support skills;
3. Monitoring work performance of assigned staff and providing guidance and instruction where needed.

## **Professional Participation and Development**

In addition to the accountabilities listed above, the Associate Director of Financial Aid Services is required to carry out the essential duties of:

- Attendance and participation at convocation and commencement ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at committee, staff, informational and professional meetings.

All of these duties may involve attendance at evening or weekend events.

The incumbent is required to maintain currency in the position's required fields of professional expertise and competencies including required computer skills and bodies of knowledge required for job proficiency.

## **Qualifications**

Incumbents are required to have demonstrated knowledge and abilities in the following areas:

- Familiarity with federal, state and private funding sources and their policies and regulations;
- Personal financial management;
- Strong information technology literacy skills;
- Application of financial assistance programs to attracting and retaining students meeting College enrollment objectives;
- Leading and training of staff;
- Interacting favorably with funding organizations, faculty, students, staff and public;
- Oral and written communication.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Master's degree in an appropriately related field together with one to four years of related experience; or a combination of education, training and experience which would lead to the competencies required for successful performance of the position's essential duties.

## **Work Environment**

Incumbents perform most of their work in office settings where minimal physical effort is required. Incumbents operate personal computers and related equipment. Normally, travel is not required except for attendance at regional or central meetings and conferences.