



COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

JOB DESCRIPTION

POSITION:	Associate Director of Financial Aid Services
LOCATION:	Office of Enrollment Services – Financial Aid Campus may vary based on the needs of the department.
REPORTS TO:	Director of Financial Aid
GRADE:	CCRIPSA 13
WORK SCHEDULE:	35 hours per week
SUPERVISES:	Professional and support staff, student employees

ABOUT CCRI:

The Community College of Rhode Island is the state's only public comprehensive associate degree and certificate-granting institution. We provide affordable open access to higher education at locations throughout Rhode Island. Our primary mission is to offer recent high school graduates and adult learners the opportunity to acquire the knowledge and skills necessary for intellectual, professional and personal growth through an array of academic, career and lifelong learning programs.

At CCRI, we are committed to building an inclusive and diverse campus community. We strive to hire and retain culturally competent faculty and staff members who reflect the demographics of our state and our increasingly diverse student population.

We believe that our diversity is our strength. We celebrate, support and thrive on the diverse experiences, backgrounds, and perspectives that are represented across our four campuses.

We are OneCCRI, working together to prepare learners to achieve their highest potential.

To learn about what employees value at CCRI and what it means to work here, please read about our Guiding Principles and watch videos of our employees doing what they do best: <https://www.ccri.edu/equity/culture/guidingprinciples.html>

JOB SUMMARY:

Responsible for the administration of a complex financial aid program, including procedure development, funding application and accounting, supervision and training of staff, etc. To act as the Director of Financial Aid in his/her absence.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Formulate, implement, review and evaluate policies, procedures and standards to ensure

departmental compliance with Financial Aid guidelines and objectives.

- Interface with other appropriate institutional departments to coordinate programs, services and policies.
- Interview and counsel students and parents regarding financial aid programs. Make recommendations and referrals to other institutional personnel such as Counseling, Special Services, Admissions, etc.
- Interface with guidance counselors and community service organizations to provide timely and accurate flow of financial aid information to potential applicants.
- Perform needs analyses on student applications and construct financial aid packages; authorize program disbursements.
- Administer and conduct ongoing statistical reviews and reconciliation of all financial aid programs including Student Employment, Federal Pell Grant, Federal SEOG, Institutional Scholarships, Federal Direct Loans and any other source of funds for student assistance.
- Review and maintain the college current policies, procedures and support services that affect veteran students and recommend improvements/modification as necessary. Implement federal and state regulatory changes.
- Provide and evaluate data being released to out agencies to ensure compliance. Report grades for eligible veterans to applicable agencies, partner with Bursar Office to ensure VA waivers and tuition adjustments are applied.
- Forecast spending trends and make appropriate recommendations to modify spending rates according to budget allocations.
- Assist in preparation of department operating budgets, statistical reports and evaluations, and complex funding applications.
- Provide financial aid services to students, develop packaging strategies for awarding funds and oversee professional judgment issues.
- Demonstrate a commitment to provide quality services to potential and existing students and parents.
- Oversee a comprehensive debt management, default prevention and financial literacy program.
- Liaison with outside agencies and coordinate outreach activities.
- Participate in program and statistical reviews/audits; provide for the implementation of resulting recommendations.
- Troubleshoot problems as they arise and recommend and carry out appropriate resolutions.
- Participate in the ongoing development and maintenance of the departmental policy, procedure and processing manuals. Ensure that the department maintain compliance with all applicable federal, state and institutional rules and regulations.
- Maintain expertise in all areas of financial aid so that the department can plan and react positively to constantly changing Federal, State and institutional postures concerning student assistance.
- Select, supervise, train and evaluate department staff.
- Assist students with residency classification issues as related to state policy and federal student aid eligibility
- Coordinate and participate in FAFSA filing workshops for prospective and current students.
- Oversee and coordinate departmental phone queue, email and voicemail and front counter coverage to maintain optimal service to students and other constituents.
- Interface with third party vendors, including but not limited to, those performing verification and other services.
- In conjunction with the Records Office, ensure compliance with NSLDS and Clearinghouse reporting.
- Prepare informational materials for publication and maintain current information on the departmental website.

- Work collaboratively in a diverse, inclusive and student-centered environment, and with students of various learning styles, cultures, identities and life experiences.
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.

Other related duties as required.

LICENSES, TOOLS AND EQUIPMENT

Working knowledge of computers and related software; use of other office equipment. Must have access to and use of own transportation.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

- Master's degree in Educational Administration, Student Personnel or Business Administration preferred. Bachelor's degree required.
- At least five years of administrative financial aid experience required.
- Two years of supervisory experience as an Assistant Director or higher required.
- Strong basic computer software (MS Office) skills, as well as exposure to more concentrated financial aid/EDE software programs such as Banner, required.
- Experience with COD and NSLDS required.
- Expert knowledge of federal financial aid regulations required, experience administering Federal Direct Student Loan program preferred.
- Strong interpersonal skills essential.

CCRI is an Equal Opportunity / Affirmative Action Employer.

We recognize that diversity and inclusivity are essential to creating a dynamic, positive and high-performing educational and work environment. We welcome applicants who can contribute to the College's commitment to excellence created by diversity and inclusivity.

CCRI prohibits discrimination, including harassment and retaliation, on the basis of race, color, national or ethnic origin, gender, gender identity or expression, religion, disability, age, sexual orientation, genetic information, marital status, citizenship status or status as a protected veteran. Inquiries or complaints concerning discrimination shall be referred to the College's Title IX Coordinator at: TitleIXCoordinator@ccri.edu.

The Jeanne Clery Act requires institutions of higher education to disclose campus policy statements and crime statistics. Our annual report is available here:

<https://ccri.edu/campuspolice/pdfs/ASR-Final-92019.pdf>

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