POSITION DESCRIPTION

POSITION:  Associate Director Enrollment Services

LOCATION:  Office of Financial Aid & Student Employment

REPORTS TO:  Director, Financial Aid Services

GRADE:  CCRIPSA 13

SUPERVISES:  May supervise professional, clerical staff and/or student aides.

JOB SUMMARY:  Supervise the Enrollment Services Office at the assigned campus involving the day-to-day activities. With the designated Admissions personnel, devise and implement recruitment efforts for designated areas. With the Director of Financial Aid, assist with the administration of the financial aid and student employment functions at the Community College of Rhode Island to include the determination and award of aid, and provision of advising and academic oversight.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide day-to-day management of Sr. Enrollment Services Rep or Office Manager (or similar) and their subordinates at designated campus. This includes but is not limited to managing staffing levels, performance management, disciplinary procedures, etc.

- Continuously inform, update, and train staff on changes to policies and procedures. Implement new processing patterns at designated campus as directed to ensure continuity of services across all campuses.

- Provide support and/or intervention to de-escalate irate students/customers as needed.

- Manage and oversee OES 19-hour lecturer staff at designated campus. As directed, may interview, hire, and terminate 19-hour OES employees.

- With the designated Admissions personnel, plan and implement recruitment activities for assigned high schools, community organizations, or geographic areas.

- Work closely with the designated Admissions personnel to ensure commitment to attract and enroll diverse student populations.

- Work to mobilize CCRI alumni, in cooperation with Admissions and Alumni Affairs, to support the college’s recruitment efforts.

- Represent the college at recruitment events including, but not limited to, college fairs, high school visits, career fairs, and other recruitment events on and off campus in the greater Providence area.
- Interview prospective students; Provide campus tours as needed.

- Provide information and respond to prospective students.

- Conduct general group information sessions both on and off campus.

- Review financial aid applications to determine the extent of financial need and make awards of financial support within the limits set by established policies, rules and regulations; audit and adjust awards on a continuous basis; revise estimates of need as student and/or parents report changes in their financial circumstances.

- Calculate prorations for student financial aid refunds; notify the appropriate funding agency of refund and amount.

- Conduct personal interviews with students and their parents regarding financial aid.

- Determine student eligibility for the Federal Stafford Loan, Federal Parent Plus Loan and Federal Unsubsidized Stafford Loans; approve, process and sign bank loan applications.

- Conduct in-person initial and exit loan counseling with each Federal Stafford Loan or Federal Unsubsidized Stafford Loan borrower regarding loan obligations, repayment plans and the possible consequences of loan default.

- Determine and process scholarships and grants such as Federal Pell Grants, Federal Supplemental Educational Opportunity Grants and Rhode Island and Massachusetts State grants; validate student aid reports.

- Monitor CCRI aid expenditures and aid recipients' reasonable Academic Progress according to Community College Academic Eligibility Policy and Federal Guidelines.

- Coordinate and process awards and payroll for college work study programs; prepare related payroll and accounting reports; notify department supervisors and students of eligibility/ineligibility; advise students of employment rights and obligations.

- Coordination and preparation of Work Study and Off Campus student employment.

- Allocate and monitor student employment budgets for each department within the Division of Student Affairs.

- Provide and review necessary financial aid information for Public Relations as it relates to Student Financial Aid publications, manuals and forms.

- Participate in the formulation of student aid policies, procedures and operations.

- Attend off-campus workshops and department meetings scheduled on a rotating campus basis.

- Serve as liaison with other College offices such as Enrollment Services, Bursar’s Office, Controller’s Office, and Access to Opportunity.

- Perform outreach duties; conduct Financial Aid workshops at high schools and Community College events.
• Perform other related duties as required.

LICENSES, TOOLS AND EQUIPMENT:
Personal and mainframe computer systems and related software. There is considerable communications via the telephone and through public speaking engagements. Must have access to and use of own transportation.

ENVIRONMENTAL CONDITIONS:
This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:
• Bachelor’s degree required, preferably with course work in counseling and business disciplines.
• At least 3 years of professional level experience in financial aid required.
• Experience with on-line computer systems and personal computers essential.
• Strong supervisory, organizational and interpersonal skills required.
• Ability to understand and appreciate cultural diversity.
• Must be able to maintain the strictest confidentiality of information.

CCRI is an Equal Opportunity / Diversity Employer.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. Employees will be required to perform any other job-related duties requested by their supervisor.