



Position title: Director of Financial Aid

Reports to: Associate Dean of Admissions and Student Services

Summary:

The Director of Financial Aid is responsible for managing and directing the administration of all federal and institutional financial aid funds. The director collects and analyzes data leading to institutional financial aid decisions. Essential to the position are excellent customer service instincts with outstanding oral and written communication skills. The ideal candidate has experience working in financial aid in higher education; counseling and advising students regarding financial needs and recommending financial aid opportunities; and, providing guidance to students about reducing student debt. The candidate has outstanding organization and project management skills and possesses high attention to detail and accuracy.

Required Qualifications:

- Bachelor's Degree from an accredited institution, Business degree preferred
- Knowledge of federal and state Financial Aid regulations
- Ability for critical and logical thinking, good judgment, and problem-solving
- Ability to work independently and as part of a team
- Experience managing multiple responsibilities in an organized and efficient manner
- Ability to define problems, collect data, establish facts, and draw conclusions
- Technologically proficient with the skills relevant to the position, including the school's database system, Canvas, email, database entry, word, spreadsheets, graphics, calculator, Google Drive, etc. and other platforms

Preferred Qualifications:

- Master's Degree
- Experience demonstrating comprehensive knowledge, requirements, and procedures of Federal Title IV financial aid
- Knowledge of PowerFAIDS and Jenzabar is a plus

Financial Aid Responsibilities:

- Oversee financial aid processing, document, and funds collection, budgeting, awarding, FAFSA verification, and loan certification. Download and process batches (all types) from the U.S. Dept. of Education.
- Monitor, approve, and revise financial aid packaging for all qualified applicants.
- Lead in problem-solving and provide strategic planning regarding financial aid policies.
- Complete annual, quarterly, and monthly audits and reconciliations as required or requested.
- Prepare reports as needed.
- Certify students eligible for Federal work-study program, provide funding, prepare documents for employment, approve time cards monthly.
- Oversee satisfactory academic progress (SAP) for the coordination of student loan processing between students, the federal government, and the institution; Administer appeals process related to SAP and special circumstances.
- Maintain, research, and provide relevant and current scholarship information opportunities for students including funding from ecclesiastical bodies, such as the United Methodist Church.
- Process and incorporate in the database systems the credit card receipts and donor checks for

- matching scholarship funds.
- Integrate and lead in efforts to maximize the Financial Aid Director's role in recruiting and retention.

Financial Counseling/Coaching Responsibilities

- Provide entrance and exit counseling required by the Department of Education.
- Lead initiatives that involve guiding students through the financial aid processes.
- Meet regularly with students to obtain eligibility of financial information.
- Direct the matching scholarship program by overseeing the policies and procedures, by providing project management through the aspects of the program.
- Collaborate with larger team in coaching students in the matching scholarship program, including basic fundraising skills, self-advocacy, and seeking other scholarship opportunities.

Work Environment

- Office—Responsibilities are generally performed in an office environment, involving the use of the computer, telephone, mobile devices, fax, and other office equipment.
- Light physical activity performing non-strenuous daily activities of an administrative nature.
- Schedule—Monday-Friday between the hours of 8:00am-4:30pm. Work volume may fluctuate with the academic year.
- Physical—Good manual dexterity, eye-hand coordination and ability to use hands in quick, repetitive motion is required to perform keyboarding applications and operate common office equipment such as telephone, fax, and photocopier. Light physical activity including occasional bending, squatting, walking and lifting light-weight materials.

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