

DIRECTOR OF FINANCIAL AID OPERATIONS (FULL TIME)

MULTIPLE LOCATIONS

MINIMUM QUALIFICATIONS:

A bachelor's degree from an academic institution accredited by an institutional accrediting agency and minimum three (3) years of work-related experience. Significant knowledge of federal and state regulations related to financial aid. Ability to comprehend complex federal, state, and institutional regulations to formulate policies and procedures; exercise independent judgment and identify and resolve complex issues.

PREFERRED QUALIFICATIONS:

Bachelor's degree from an accredited college. Five (5) years of progressive experience in financial aid, using Ellucian Banner student financial aid systems. Strong analytical skills to analyze and interpret financial data. At least two (2) years of supervisory experience with the ability and a record of team building, problem-solving, and integrity; Strong knowledge of Federal Financial Aid, Georgia Student Finance, Veteran Affairs Systems, CHECS/SURFER / COD /NSLDS /EdConnect/ FSA Partner/Enrollment Manager. Experience with awarding, verification, review of appeals, and counseling students on federal financial aid requirements. Capable of presenting in front of an audience. Knowledge of SQL and Popsel writing. At least two years of federal and/or state reconciliation experience.

RESPONSIBILITIES:

Under the supervision of the Executive Director of Financial Aid within the Enrollment Management division. The Director of Financial Aid Operations assists with the day-to-day management of the Financial Aid Offices. The Director position is responsible for providing leadership and supervision of the Financial Aid staff (Financial Aid Specialists and Coordinators). Assisting the Executive Director with the oversight and management of the Financial Aid and Financial Aid Self-Serve modules of the Ellucian / Banner software systems. This position also coordinates the overall compliance of federal, state, and institutional programs, policies, and procedures. As well as the use of technology for the Financial Aid Office and supports the department in its mission to provide quality student customer service. This position also provides direct oversight of Veteran Affairs (VA) educational benefits administration, ensuring compliance with U.S. Department of Veterans Affairs regulations and supervision of the VA Specialist/School Certifying Official (SCO) function.

The Director works closely with the Executive Director of Financial Aid & Assistant Director, Technical College System of Georgia, Institutional Effectiveness, Enrollment Management, and Southern Crescent IT Department to design and implement effective and efficient financial aid processes. Responsible for a strong focus on customer service including the ability to diffuse escalated situations while meeting customer expectations for assistance.

Interview, hire, and complete performance evaluations at scheduled intervals. When necessary, the discipline of subordinate employees through TCSG's positive discipline policy. Assists with the overall administration of the Financial Aid Office including, but not limited to, overseeing systems processing and reporting aspects of the Ellucian / Banner Financial Aid Module, troubleshooting errors and problems, system upgrades for Ellucian Banner Financial Aid Module, electronic file imports/exports, and discrepancies, SQL writing, new year set up, periodic federal/state data reports, CampusLogic and Target X Engage maintenance and upgrades and secondary contact with Ellucian's Financial Aid customer service representatives.

Assists staff by providing systematic Banner support or popsels/reports as requested. Identifies all resources to be included in the aid calculation and updates awards accordingly. Monitors over awards, transfer monitoring, and resolves discrepancies as needed.

Oversee and supervise areas of processing including federal, state, and institutional (VA, Pell, Loans, State Aid Programs, Satisfactory Academic Progress, etc.), ensuring all accounts are reconciled monthly, aid in resolving all processing issues, and providing guidance and assistance when needed specifically in the form of regulation interpretation.



Assist Executive Director in establishing policies and procedures governing operations and the award and distribution of financial aid resources with emphasis on federal and state compliance. Performs both batches awarding and manual awarding for specific funds based on established procedures.

Provides ongoing training and performs routine quality checks to ensure a consistent level of compliance and quality of work, and to identify problem areas requiring training or change in procedures. Creates and maintains a high-performance environment characterized by positive leadership, strong team orientation, and a strong focus on customer service. Serves as liaison with other departments as needed and attends meetings as a representative of the Executive Director of Financial Aid. Serve on the institution strategic team and other job-related committees.

Other Duties assigned by the Executive Director.

COMPETENCIES:

The Director of Financial Aid Operations must exhibit a high level of attention to detail and the ability to work independently as well as collaboratively within a team environment. This individual should possess strong problem-solving skills and be able to execute responsibilities in full compliance with state and federal regulations, including contributing to the review and development of policies and procedures. The ideal candidate will have strong interpersonal skills with the ability to effectively engage with students, faculty, and staff, as well as demonstrated proficiency in financial aid systems and related software. Exceptional organizational skills and the ability to manage multiple projects and priorities simultaneously are essential. Additionally, strong oral and written communication skills, along with the flexibility to adapt to evolving work situations and delegate tasks as needed, are critical for success in this leadership role.

SALARY:

Salary commensurate with education and work experience. Benefits include paid state holidays, paid annual and sick leave, and the State of Georgia Flexible Benefits Program.

SPECIAL NOTES:

It shall be a condition of employment to submit to a background investigation. Offers of employment shall be conditional pending the result of the background investigation.

Federal Law requires ID and eligibility verification prior to employment.

All male U.S. citizens, and male aliens living in the U.S., who are ages 18 through 25, are required to register for the military draft and must present proof of Selective Service Registration upon employment.

Applicants who need special assistance may request assistance by phoning (770)229-3454.

Only those who are scheduled for an interview will be notified of the status of the position. Candidates must successfully complete a criminal background investigation and motor vehicle screening.

The Technical College System of Georgia and its constituent Technical Colleges do not discriminate on the basis of race, color, creed, national or ethnic origin, sex, religion, disability, age, political affiliation or belief, genetic information, disabled veteran, veteran of the Vietnam Era, spouse of military member, or citizenship status (except in those special circumstances permitted or mandated by law). This nondiscrimination policy encompasses the operation of all technical college-administered programs, programs financed by the federal government including any Workforce Innovation and Opportunity Act (WIOA) Title I financed programs, educational programs and activities, including admissions, scholarships and loans, student life, and athletics. It also encompasses the recruitment and employment of personnel and contracting for goods and services.