JOB DESCRIPTION

TITLE

Associate Director, Financial Aid

JOB SUMMARY

Performs managerial work in directing the office, coordinating the workload, overseeing the computer system changes and daily activities of Student Financial Aid. Work is performed under administrative supervision and performance evaluation is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Director, Student Financial Aid

Supervises: Collections and Reporting Supervisor, Processing Supervisor, Financial Aid Counselors, Financial Aid Assistants, Secretary

ESSENTIAL DUTIES - May include, but not limited to the following:

- Administers the Financial Aid office such as scheduling and making job assignments, setting office priorities, answering questions, handling problems, and supervising employees.
- Assists in maintaining compliance with federal, state, institutional and NCAA policies, procedures and regulations.
- Counsels students by explaining financial aid applications and payment processes, and giving estimates of financial aid eligibility.
- Reviews and processes financial aid applications and makes financial aid awards.
- Coordinates registration procedures for the Financial Aid office.
- Recommends policy and procedure for the department.
- Adheres to workplace safety policies and guidelines.
- Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.
**ADDITIONAL DUTIES**

- Performs other duties as requested.

**EDUCATION**

Bachelor’s degree in Education, Business Administration or related field.

**EXPERIENCE**

Three years of professional work experience in financial aid systems. Supervisory experience preferred.

**REQUIREMENT**

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

**KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:**

- Ability to plan, direct, and evaluate a complex operation, using manpower, time, funds, and other resources for the accomplishment of long-term and short-term goals of the institution.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to provide administrative guidance within area of responsibility, providing direct training and supervision as needed.
- Ability to apply budgetary and fiscal planning techniques within financial constraints.
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
- Ability to communicate effectively -orally, by phone, in person, and in writing.
- Ability to use a personal computer and other office equipment, including related university software and email.

**PHYSICAL DEMANDS**

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job.
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

**WORK ENVIRONMENT**

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

**SAFETY**

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: ________________________ Date: ________________

Employee Printed Name: ___________________________

Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran’s status, or against qualified disabled persons.
All positions at Texas Woman’s University are deemed security sensitive requiring background checks.