UNIVERSITY OF SOUTHERN CALIFORNIA

Financial Aid Program Manager I

Job Code: 137415

Grade: K
OT Eligible: No
Comp Approval: 11/19/2009

JOB SUMMARY:
Manages the staff and operations of a financial aid office in a school or a distinct unit within the university financial aid office.

JOB ACCOUNTABILITIES:

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<th>*E/M/NA</th>
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<td>Manages the staff and operations of a financial aid office in a school or a distinct unit within the university financial aid office. Recruits, screens, hires, trains, schedules and assigns work. Assesses performance and provides feedback. Counsels or disciplines as needed. Identifies and recommends opportunities for staff training and professional growth.</td>
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<td>Sets goals and objectives for assigned program and measures performance against objectives. Recommends changes or enhancements to existing programs based on continuous feedback and evaluation.</td>
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<td>Resolves difficult problems referred by others and provides technical guidance, as required. Provides policy interpretation and reviews and decides exception requests as deemed appropriate.</td>
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<td>Counsels student applicants and parents on matters concerning financial aid packages. Evaluates student problems and requests regarding financial aid awards and takes appropriate action. Integrates financial counseling with student housing circumstances, academic goals, extracurricular plans and career objectives.</td>
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<td>Reviews financial aid packaging and processing, ensuring that processes and decisions are in compliance with internal and external guidelines and regulations.</td>
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<td>Develops and administers budgets. Monitors and controls disbursement of scholarship, emergency loans and other types of financial awards.</td>
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<td>Interfaces with donors, external agency representatives, lenders, and professional counterparts at other educational institutions to exchange information, resolve problems and provide reports as requested.</td>
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<td>Plans and conducts workshops, seminars and lectures to provide information about financial aid programs and services to students, parents and others. Prepares communications materials to publicize financial aid programs and services.</td>
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<td>Coordinates the design and delivery of programs and services with other university offices. Establishes and maintains ongoing communications with university counterparts to ensure integrated efforts.</td>
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<td>Coordinates the maintenance and enhancement of internal recordkeeping and data management systems. Monitors data for reliability. Analyzes data and generates statistical reports for use in assessing financial aid services and trends. Prepares conclusions and recommendations as part of report preparation.</td>
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Maintains professional currency through active participation and leadership in associations and committees both internal and external to the university.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university’s crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential: [ ] No  [ ] Yes

In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**
- Bachelor's degree

**Minimum Experience:**
- 3 years

**Minimum Field of Expertise:**
- Lead or supervisory experience in financial aid counseling

**Preferred Education:**
- Master's degree

**Preferred Field of Expertise:**
- Knowledge of USC financial aid programs, plans and systems as well as external programs and policies

**Skills: Other:**
- Analysis
- Assessment/evaluation
- Budget control
- Budget development
- Communication -- written and oral skills
- Conflict resolution
- Counseling
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
Managerial skills
Negotiation
Networking
Organization
Planning
Problem identification and resolution
Project management
Public relations
Public speaking/presentations
Research
Scheduling
Staff development
Statistical analysis

Skills: Machine/Equipment:
Adding machine
Calculator
Computer network (university)
Personal computer

Supervises: Level:
Supervises employees and/or student workers.

SIGNATURES:

Employee: _____________________________________  Date:_____________________________
Supervisor: ____________________________________  Date:_____________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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