# UNIVERSITY OF SOUTHERN CALIFORNIA
## Financial Aid Program Manager II
### Job Code: 137416

| Grade:  | L |
| OT Eligible: | No |
| Comp Approval: | 11/19/2009 |

## JOB SUMMARY:
Directs activities and manages staff responsible for university-wide undergraduate and graduate financial aid.

## JOB ACCOUNTABILITIES:

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<th>*E/M/NA</th>
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<td>Directs activities and manages staff responsible for university-wide undergraduate and graduate financial aid. Collaborates closely with director to set strategic direction for university-wide undergraduate and graduate financial aid including, but not limited to, management of university financial aid (fund management); allocation of merit and need based aid; participation in student loan programs; compliance with Title IV and other federal aid programs; coordination of overall financial aid and collaboration with academic units to maximize return on aid.</td>
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<td>Directly or indirectly manages all staff assigned to department, usually through subordinate managers and supervisors. Determines overall staffing needs based on departmental goals and objectives. Reviews proposed salary administration actions including increases, promotions and reclassifications. Approves plans for staff training and professional development activities.</td>
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<td>Establishes goals, allocates resources and provides on-going assessment of progress toward university objectives. Ensures fund management and forward financial commitments are accurately modeled and properly executed. Adjusts operations as necessary to meet objectives for need analysis, packaging, appeals, aid coordination, customer services, student lending, and all other critical service areas. Reviews and evaluates existing programs for effectiveness and efficiency and makes modifications as appropriate.</td>
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<td>Projects impact of changes in academic, admission, federal and state policies in relation to financial aid packaging and on net tuition revenue, class quality and other critical outcomes. Identifies critical financial aid factors and the impact on enrollment and re-enrollment decisions. Determines impact of institutional grants in the probability of enrolling.</td>
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<td>Develops financial aid strategies and plans consistent with enrollment management objectives. Directs and manages the efforts of financial aid staff to ensure implementation of all plans. Assesses effectiveness of efforts and modifies as needed to ensure compliance with state and federal regulations.</td>
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<td>Directs activities and manages staff responsible for coordinating outside awards according to federal, state and university standards.</td>
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<td>Develops and manages financial aid counseling services, collateral materials and information campaigns for one or more of the following areas: student lending, packaging, appeals, aid coordination, grants, escalated customer service issues, federal work study, general fund management, need analysis and processing.</td>
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Designs and develops collaborative strategies to support the Student Services Center and other offices serving prospective and enrolled students.

Develops and administers budgets in conjunction with subordinate managers. Monitors program performance to plan and regularly analyzes for variances or trends. Approves expenditures and budget adjustments as authorized.

Provides leadership to promote and maintain integrity, accuracy and timeliness in the delivery of financial aid to students.

Develops and manages goals and objectives for system enhancements and new technologies. Directs processes for all system modifications needed to support updated and/or new federal or state regulations. Researches and directs new technologies for the efficient delivery of financial aid services.

Resolves complex problems referred by managers and supervisors. Provides policy and regulatory interpretations as needed. Responds to requests from senior administrators and other university officials for assistance and expertise.

Communicates with campus constituencies, volunteers, prospective students, parents and university personnel regarding undergraduate and graduate financial aid issues. Serves as official source of information on financial aid issues.

Develops public relations messages to be utilized by faculty, staff and volunteers in recruitment planning and conversion activities. Monitors communications materials to ensure consistency of information. Directs and manages new and continuous training programs to ensure quality service and accuracy of information to all constituencies.

Ensures that planning efforts are integrated with those of other university offices. Negotiates priorities and resolves conflicts in student financial aid packaging, aid coordination, appeals, lending or customer service.

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:  
- Yes  
- No

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:**
5 years

**Minimum Field of Expertise:**
Managerial experience in university financial aid or financial services industry

**Preferred Education:**
Master's degree

**Preferred Experience:**
7 years

**Skills:  Other:**
Analysis
Assessment/evaluation
Budget control
Budget development
Communication -- written and oral skills
Conceptualization and design
Conflict resolution
Counseling
Creative writing and editing
Customer service
Human resource process and employment knowledge
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Leadership
Managerial skills
Negotiation
Networking
Organization
Planning
Problem identification and resolution
Project management
Public relations
Public speaking/presentations
Research
Scheduling
Staff development
Statistical analysis
Teaching/training

**Skills:  Machine/Equipment:**
Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier

Supervises: Level:
Manages through multiple layers of subordinate supervisors.

Supervises: Nature of Work:
Administrative
Clerical/Secretarial
Managerial
Professional/Paraprofessional

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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