UNIVERSITY OF SOUTHERN CALIFORNIA

Director, Financial Aid

Job Code: 137419

Grade: N
OT Eligible: No
Comp Approval: 9/9/1993

JOB SUMMARY:
Determines policy, plans operations, and manages the personnel associated with the Financial Aid Office of the University.

JOB ACCOUNTABILITIES:

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Develops and recommends university financial aid policies. Plans a financial aid budget. Maintains awareness of current trends and activity in legislation and federal and state programs.

Directs the counseling of students receiving aid based on financial need. Establishes operating policies and procedures to ensure equitable determination of need and distribution of resources, timely delivery of counseling services, and maintenance of required documentation.

Directly or indirectly supervises all staff assigned to unit, usually through subordinate managers and supervisors. Determines staffing needs based on goals and objectives of unit. Determines and/or recommends unit salary administration including raises, promotions and reclassifications. Approves/disapproves all work guidance actions within unit.

Oversees recruitment, hiring, orientation, training and supervision of unit's staff. Oversees performance evaluation process, ensuring consistent use of all applicable policies and procedures. Counsels, disciplines and/or terminates employees, as required.

Directs the development and management of the department operating budget. Monitors financial performance for variances or trends and adjusts internal financial procedures as needed. Develops projections for short- and long-term planning.

Manages financial aid operations and awards in strict accordance with federal, state and institutional regulations. Oversees the preparation and filing of operating reports and renewal applications. Allocates monies from a variety of award sources, e.g., College Work Study, National Direct Student Loans, Supplemental Educational Opportunity Grants, Pell Grants, Guaranteed Student Loans, California State Tuition Grants, University Direct Student Loans and University endowment and donor scholarship funds, and many other sources.

Directs the development and maintenance of information systems and procedures to ensure accurate data and efficient and timely access to information. Assesses adequacy of existing systems and directs changes as needed.

Interprets financial aid policies and resolves complex problems referred by other staff. Serves as university spokesperson on financial aid matters internally as well as externally.
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 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:

7 Years

Minimum Field of Expertise:

Minimum 7 years in financial aid with management experience as Director or Associate Director. Experience in computer systems, budget management, personnel and public speaking.

Preferred Education:

Master's Degree

Preferred Field of Expertise:

Prefer an advanced degree in a related field such as management, administration or postsecondary education.

Skills: Other:

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

Skills: Machine:

- Computer Network (University)
- Personal Computer

Supervises: Level:

Manages through multiple layers of subordinate supervisors

Supervises: Nature of Work:

- Administrative
- Clerical/Secretarial
- Managerial

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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