



Position: Financial Aid Assistant Director

Department: Financial Aid

Reports To: Director of Financial Aid

Position Summary: Provides counsel and financial aid to a portion of the undergraduate and graduate student body while ensuring that all aid is distributed within federal, state, and institutional guidelines.

**Essential Responsibilities:**

- Awards and monitors financial aid for approximately one-third of the traditional undergraduate, plus all students in Masters of Athletic Training and Undergraduate School of Professional Studies/RN Completion.
- Ensures that students are packaged in compliance to all federal and state regulations.
- Counsels students regarding financial aid eligibility.
- Responsible for Administration of College Work-study program, maintenance of internal records, assigning student positions, and all required reporting
- Oversees office of financial aid student worker position
- Maintain Financial Aid Website
- Responsible for updating forms and documents related to financial aid appeals, verification checklists, etc
- Oversee MAP program, including transmittal of data to ISAC and reconciliation
- Monitor Verification Double Check Process within office of Financial Aid, including training staff on all matters related to verification
- Maintain daily updates for the Self-Service portal so that student financial aid tasks and data are correct in real time.
- Using the Financial Aid processing calendar will serve as the department representative in the preparation and dissemination of data reports and student communication management.
- Responsible for communication management for financial aid office
  - Ensure verification, SAP, FAFSA reminders, etc get sent out as scheduled
  - FA Counselor updated on FASI
  - FA package immediate notification email for new and returning students
  - Ensuring all new admits have a CS record in Ellucian
- Reconciliation of dependent students in independent programs and independent students in dependent programs.
- Office of Advancement assist with Informer Info and updating student records with endowed fund coding
- Assist with monitoring Financial Aid email inbox
- Stays aware of changes in financial aid rules and regulations, particularly as it relates to verification

- Supports the Financial Aid Team by assuming and completing other responsibilities as required.
- Provides good customer service to families and students seeking financial aid advice.
- Assist director in reading, analyzing, and interpreting federal and state regulations.
- Assume responsibilities of the Director of Financial Aid in their absence.
- Other responsibilities as assigned

Essential Qualifications:

- Excellent computer skills including Microsoft Office
- An orientation to detail and precision
- Excellent customer service skills
- The ability to communicate effectively orally and in writing with students, administrators, families and outside constituencies.
- Ability to coordinate many overlapping tasks
- Bachelor's degree required
- Bilingual preferred
- Experience with student data bases (Datatel/Ellucian/Colleague experience preferred)
- Three plus years experience in financial aid/higher education required
- Personal commitment to North Park's mission of Christian higher education.

Effective Date: January 2023

*NOTE: Nothing in this job description restricts the supervisor's right to assign or reassign duties and responsibilities to this job at any time.*