

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED MANAGEMENT POSITION DESCRIPTION**

JOB TITLE: Director, Student Financial Services

BASIC FUNCTION: Under the supervision of the Vice President of Student Services, or other assigned supervisor, the Director is responsible for the day-to-day administration of the systems and compliance functions as well as maintaining, monitoring, and reporting on the automated financial aid processes and for the reporting to state and federal agencies. Responsible for developing a thorough and comprehensive analysis of legislative, regulatory and fiscal issues at the Federal, State and College levels. Oversees the accuracy of financial aid programs, including grants, loans, scholarships, student employment earnings and Return to Title IV (R2T4), including verification and professional needs analysis, applying and approving professional judgment requests and monitoring funding levels of Title IV and state funds to ensure accurate funding levels and timely disbursements to students. Supervises classified staff assigned to the college under the leadership of the position. Participates in policy and decision making that is necessary to the daily operation and administration of financial aid at the college, including monitoring and reconciling office budgets and payroll. Responsible for transmitting and disbursing Federal and State grant and loan funds to students. This position will include occasional evening and weekends.

SUPERVISORY RESPONSIBILITIES: Supervises Student Financial Services staff for the college which includes, but is not limited to: Student Financial Services Analysts, Specialists, Support Specialists, Outreach Specialists, Student Employment staff and student workers.

REPRESENTATIVE DUTIES:

1. Plans, organizes, assigns, supervises and evaluates assigned staff, including student workers, using independent judgment; coordinates work flow to ensure timely and accurate processing of financial aid
2. Responsible for hiring, training development, workload distribution and evaluation of the Student Financial Services Staff, and other staff as assigned
3. Examines, analyzes and recommends on matters related to the administration of financial services; develops office procedures for the day to day operations of the program as it relates to the college.
4. Assists in the preparation of the financial services operating budget and student expense budgets and the computer compliance regulations as they relate to the Department of Education
5. Reads, interprets, and administers federal and state regulations and College policies as they apply to financial aid. Ensures rigorous compliance with all regulations and leads the annual audit.
6. Collaborates with the district wide financial aid team, including the Dean, Directors and Officers to ensure compliance and consistency regarding administration and disbursement of federal, state and institutional financial assistance.
7. Oversight responsibility for specialized programs, including Cal Grant, Direct Loans and Return to Title IV funding, at the college level and in collaboration with other college's financial services management.
8. Assists in the development of internal office deadlines schedule including file processing and awarding deadlines and check disbursement dates for the academic year for the college.
9. Transmits Pell, SEOG, Cal Grants, ACG Grants and Direct Loans for disbursement to students for the College, ensuring the correct grant amount is posted to each student's account and reconciled on a monthly basis and for year end closing.
10. Verifies and reviews student financial services files for accuracy in accordance with institutional, federal and state policies in preparation for Institutional, State and Federal audits.
11. Exercises professional judgment as described in federal regulations governing Title IV programs. Approve and process requests for scholarship actions and emergency book loan requests.

12. Coordinates the Cal Grant program for the College, including system management, cash management and monitoring availability of funds. Reconcile all funds based on State regulations and coordinate with Business Services to ensure submittal of all invoices and interest remittance requests by posted deadlines.
13. Through collaboration with all RCCD SFS Directors and the SFS Officers, responsible for the R2T4 program at the college including developing reporting schedules, calculating payments for all students in R2T4 status, reporting students in overpayment to the Department of Education, developing requisitions in Galaxy for payments due from the college, adjusts Pell Grant and Direct loan disbursements as needed and reports adjustments to the Department of Education through COD. Work directly with Business Services to ensure payments are made to DOE and student accounts are adjusted by published deadlines.
14. Coordinates the Direct Loan program for the College, including default management. Responsible for development of loan schedules and information packets as well as information import and export with the COD and Datatel systems. Continual monitoring of Direct Loan awards and disbursements and use of professional judgment for all special requests.
15. Maintains the Financial Aid policy and procedures manual for the college and trains staff accordingly to ensure accuracy of Federal, State and Institutional regulations and monitors the validity of the system.
16. Responsible for submittal of the annual FISAP and BFAP form number 2 and 3.
17. Responsible for monitoring and maintaining the accuracy of information on the Eligibility and Certification report (ECAR) in coordination with the Dean of Instruction and other appropriate college personnel.
18. Responsible for reporting to the IPEDS reporting system throughout the year in coordination with the Institutional Research Department.
19. Collaborates with and maintains extensive communication with a variety of college support and academic services including Auxiliary Business Services, Accounting Services, Counseling, Admissions and Records, Disabled Student Programs and Services, EOPS, Student Employment and the RCCD Foundation.
20. Prepares and maintains monthly financial services reports to be submitted in preparation for federal, state, institutional and fiscal reports for college officials.
21. Reviews current Federal and State regulations and works with other Directors in updates to institutional policy and procedures and trains staff on updates to policy changes.
22. Maintains reports and updates default prevention to the Department of Education and California Student Aid Commission. Works with student in delinquency status and provides default prevention year round. Challenges annual draft default rates.
23. Contributes to timely and professional student-issue resolution.
24. May review reports to ensure compliance with federal and state regulations, including multiple reporting records, transfer monitoring/state reports and other required reconciliation reports.
25. May require mastery of federal guidelines as they relate to the Department of Education COD records and master consortium agreements throughout the district to ensure an adequate Pell and Direct Loan Funding level for students at the College; reports to and reconciles with the Department of Education Pell Grant and Direct Loan dollars disbursed to students; resolves conflicts with student COD records.
26. Participates in College-provided in-service training programs.
27. Serves as a member of the Management Association
28. Maintains a friendly, supportive atmosphere for students, staff, faculty and the public.
29. Performs other duties, related to the position, as assigned.
30. Maintains an understanding of current ideas, research and practices pertaining to the areas of responsibility for this position, through continued study and participation in professional organizations.

EDUCATION: A bachelor's degree from an accredited institution.

EXPERIENCE: Five years of increasingly responsible work in financial aid offices and proficient knowledge of federal, state, and institutional programs is required. Supervisory experience is preferred.

LICENSES/CERTIFICATIONS REQUIRED: None

KNOWLEDGE OF: The Direct Loan program, application procedures for financial aid programs, financial aid verification and packaging concepts, personal and social problems of youth and the adult re-entry program; computer software and modern office equipment.

ABILITY TO: Adapt to various software systems; show competence with interpersonal skills using patience and courtesy; interpret, master, and write procedures and policies and train staff accordingly. Interpret and explain rules and policies; compile and maintain accurate reports and files; plan and organize student records; establish and maintain effective working relationships with students, faculty, staff and the community.

OTHER: Must have evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students (E.C. 87360a).

CONTACTS: Staff, faculty, managers, administrators, community members, financial community agencies (including Edfund, Department of Education, COD, Direct Lending), college partners, vendors and state agencies.

PHYSICAL EFFORT: Requires the ability to exert some physical effort, such as walking, standing and light lifting; dexterity in the use of fingers, limbs and body in the operation of office equipment. Tasks require extended periods of time at a keyboard.

WORKING CONDITIONS: Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951) 222-8039.

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