

**Barstow Community
College District**

JOB DESCRIPTION

DIRECTOR OF FINANCIAL AID

BASIC FUNCTION

Under the direction of the Dean of Enrollment Management and Services, the Director of Financial Aid provides leadership in the development, implementation, coordination, budget, quality control, and day-to-day operations of the Financial Aid Office, while ensuring student-centered, effective, quality, and efficient customer service.

This position represents the college and interfaces with students, families, high school district personnel, and partners with Barstow Community College, to provide leadership and guidance in navigating the application, verification, awarding, disbursing, and administering various forms of financial aid, including student employment. This position requires planning, coordinating, and implementing financial aid outreach programs for a variety of sectors, including currently attending students, graduating high school seniors, and adult learners.

REPRESENTATIVE DUTIES

The duties listed below are only intended as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to this class.

1. Coordinates efforts, services, projects, and goals with various campus departments to meet financial aid needs, including coordinating tracking receipt of resources from other institutional sources and disbursement of any additional aid.
2. Interpret, apply, and enforce federal, state, and institutional financial aid policies, procedures, rules, and regulations that pertain to eligibility determination, awarding, disbursing, and administering financial aid. Resolve difficult or complex issues relating to financial aid.
3. Serve as the designated district Financial Aid Officer.
4. Hire, train, supervise, and evaluate assigned financial aid personnel. Train assigned personnel to ensure compliance with federal, state, and institutional financial aid policies, procedures, rules, and regulations.

5. Interprets and submits updates to existing Barstow Community College Board Policies and Administrative Procedures, state and federal government laws and regulations as appropriate to streamline financial aid; submit them to administration for consideration. Develop and maintain a financial aid policies & procedures manual in compliance with federal, state, and institutional policies, procedures, and regulations. Draft, submit, assess, create, and revise, College District documentation that includes, but is not limited to, accreditation, program reviews, and service area outcomes.
6. Develop, maintain, and update informational and multilingual and multicultural outreach materials and develop communication tracks in various communication mediums including hardcopy, online, radio, TV, and social media. Prepare presentations to a variety of college audiences.
7. Attend and conduct various meetings as assigned; attend conferences and workshops to maintain knowledge of financial aid programs, laws, regulations, and guidelines; participate on assigned committees. Participate in and travel to professional development functions locally, regionally, and nationally to ensure compliance with federal, state, and institutional policies, procedures, and regulations.
8. Increase financial aid recipients, including Pell grants, AB 540, and California College Promise Grant. The Director is responsible for meeting and exceeding annual targets for each designated area.
9. Strengthen financial aid literacy and information for students and families on BCC website and publications.
10. Collaborate with student services departments and other institutional areas to increase the use of technology, improve understanding of financial aid programs, streamline business operations and automated financial aid processes, and deliver higher quality services.
11. Work with Administrative Services to ensure financial aid reports are submitted accurately and timely, compatibility with external software programs, successful execution of drawdowns and Return of Title IV funds, and financial aid disbursements are made according to an established schedule.
12. Collaborate with the Barstow Community College Foundation to develop, implement, award, disburse, and reconcile scholarship payments.
13. Direct the preparation, maintenance, and on-time submission of a variety of narrative and statistical reports, records and files related to assigned activities and personnel; and complete surveys and reports as required by federal, state, and institutional policies.

14. 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 for payments due from the college, adjusting 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.
15. Coordinate the Direct Loan program for the College, including default management. Responsible for developing loan schedules and information packets as well as information import and export with the COD and Banner systems. Continual monitoring of Direct Loan awards and disbursements and use of professional judgment for all special requests.
16. 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.
17. Responsible for reporting to the IPEDS reporting system throughout the year in coordination with the Institutional Research Department.
18. Collaborates with and maintains extensive communication with a variety of college support and academic services including Business Services, Accounting Services, Counseling, Admissions and Records, Disabled Student Programs and Services, EOPS, Student Employment, and the Foundation.
19. Verifies and reviews student financial services files for accuracy in accordance with institutional, federal, and state policies in preparation for institutional, federal, and state audits. Prepare for and participate in audits and investigations conducted by federal, state, and institutional entities.
20. Maintains reports and updates default prevention to the Department of Education and California Student Aid Commission. Works with students in delinquency status and provides default prevention year-round. Challenges annual draft default rates.
21. Develop and prepare the annual preliminary budget for the Financial Aid Office; analyze and review budgetary and financial data; control and authorize expenditures per established policies, procedures, and regulations; and monitors assigned accounts and ensures proper utilization of funds.
22. Participates in policy and decision-making necessary to the daily operation and administration of financial aid at the college, including monitoring and reconciling office budgets and payroll.
23. Perform other duties and responsibilities as assigned.

KNOWLEDGE SKILLS AND ABILITIES:

Knowledge of:

- Understand, interpret, and apply Title IV Regulations, California Education Code, Family Educational Rights and Privacy Act (FERPA), Title 5, Chancellor's Office administrative procedures, federal/state/local laws, regulations, and other legal parameters affecting the policies and practices of the student services and equity of the district. Knowledge and experience in financial aid policies, procedures, and practices in higher education, including grants, scholarships, work-study, student employment, and loan programs.
- Responsible for transmitting and disbursing Federal and State grant and loan funds to students. Transmit Pell, SEOG, Cal Grants, SSCG Grants, Direct Loans, etc. for disbursement to students for the College, ensuring the correct grant amount is posted to each student's account and reconciled every month and for year-end closing.
- Curriculum standards, requirements, interpretation, and application in academic programs and applicability to satisfactory academic progress for financial aid.
- Demonstrated knowledge of and implementation of diversity, equity, inclusion, and antiracism efforts in an educational setting. Demonstrated sensitivity to, respect for, and understanding the needs of economically and educationally disadvantaged populations is required. Effectively communicate, orally and in writing, with a diverse student population and college community.
- Data processing systems, computer hardware, and computer software required to determine eligibility, award, and disburse financial aid.
- Basic supervisory or leadership principles. Maintain program budgets and expenditure oversight.

Ability to:

- High school and community organizing and support building; develops and coordinates program activities such as workshops; creates partnerships with school districts, high schools, and community organizations; conducts presentations and outreach activities to high schools, students, community organizations, private partners, and related groups through the community college's services area.
- Communicating in a friendly and helpful manner to students in distress and need of assistance; psychosocial issues affecting student success in higher education; developing policies, procedures, and guidelines to promote student success through financial aid.

- Utilize and leverage technology to effectively communicate with students.
- Establish and maintain effective relationships with students, faculty, staff, the public, and the community.

EDUCATION AND EXPERIENCE:

Must have a master's degree in business administration, education administration, finance, or a related field **AND** three (3) years of responsible, direct work experience in a financial aid office including two years in a supervisory or management role.

Demonstrate sensitivity to and understanding of college students who come from diverse academic, socioeconomic, ethnic, and racial backgrounds.

LICENSES AND OTHER REQUIREMENTS

Valid California Driver’s License

WORKING CONDITIONS

Environment:

Office environment with daily, staff-faculty interactions, subject to frequent interruptions; travel to off-campus locations may be required.

Physical Abilities:

Incorporated within one (1) or more of the previously mentioned essential functions of this job description are essential physical requirements. The ratings in the chart below indicate the percentage of time spent on each of the essential physical requirements.

Seldom—Less than 25 percent = 1

Often—51-75 percent = 3

Occasional—25-50 percent = 2

Very Frequent—76 percent and above = 4

Ratings	Essential Physical Requirements
4	Ability to work at a desk, conference table or in meetings of various configurations.
2	Ability to stand for extended periods of time.

4	Ability to sit for extended periods of time.
2	Ability to see for purposes of reading printed matter.
2	Ability to hear and understand speech at normal levels.
4	Ability to communicate so others will be able to clearly understand a normal conversation.
4	Ability to use hand, wrist, and finger dexterity
2	Ability to lift up to 25 pounds.
2	Ability to carry up to 25 pounds.
4	Ability to operate office equipment.

CONDITIONS OF EMPLOYMENT

A full-time, 12-month, Classified Management position. Indexed to placement on the Management and Confidential Salary Schedule at Range 16. This position is subject to evening hours and weekends.

Board approved: June 20, 2024