

DAWSON COMMUNITY COLLEGE
POSITION DESCRIPTION
JUNE 2021

POSITION: Director of Financial Aid
DIVISION: Vice President of Academic and Student Affairs
DEPARTMENT: Financial Aid
STATUS: Full-Time, Salaried, EXEMPT Position
SUPERVISION RECEIVED: Vice President of Business and Finance
SUPERVISION EXERCISED: Financial Aid Specialists, Work study students, Student Employees

SUMMARY OF WORK:

The Director of Financial Aid is an administrative position responsible for the management of the College's financial aid programs. This position is responsible for the leadership in developing and implementing all federal, state and institutional financial aid programs, which provide financial support and services to current and prospective students. The Director must be able to manage staff effectively, must be able to train and lead staff in developing their knowledge of the functions of a financial aid office, must be able to effectively lead DCC in regarding all financial aid functions, perform standard financial aid duties such as Verification, Loan Processing, Return to Title IV, Satisfactory Academic Progress and Default Management. The Director works closely with all administrative offices on campus particularly Enrollment Management. The Director works with local communities assisting with the completion for the FAFSA (financial aid nights). The Director will work some evenings and weekends.

EMPLOYMENT WITH DAWSON COMMUNITY COLLEGE:

Employees at Dawson Community College must demonstrate kindness, respect, integrity, professionalism, and caring regard. We adhere to the highest ethical standards in fulfilling our jobs, to honor the College and college policies and procedures and to promote the educational objectives of the institution. Respect creates an atmosphere conducive to learning. Respect, in this sense, is a minimum threshold for our interactions with each other. A higher threshold is a "caring regard" for the people with whom we work.

Professionalism at DCC includes being mindful of our actions when working with students, colleagues, co-workers and our community members. Respect and "caring regard" for those with whom we share the common purpose of serving students is a paramount value. Professionalism and respect for others is an expected part of DCC job performance.

Employees at Dawson Community College support and promote a positive image of Dawson Community College.

JOB CHARACTERISTICS:

- Administer Title IV Financial Aid Programs in compliance with the Department of Education.
- Develop, implement and revise strategies, policies and procedures for effective delivery and awarding of all institutional, state and federal financial aid. This includes scholarships and work study and student employment.
- Support the College's recruitment and retention efforts by strategically managing all financial aid programs.
- Work closely with Business and Finance to reconcile all aid students received monthly, both externally with the Common Origination and Disbursement System and internally with the Business and Finance staff.
- Work closely with and provide strategic direction to the DCC Foundation Board to develop and award scholarships.
- Maintain knowledge of federal and state regulations that govern the administration of all Title IV Financial Aid programs.
- Participate in National, Regional and State professional organizations (NASFAA, RMAFAA, MASFAA).
- Lead DCC in identifying opportunities to automate process and increase efficiencies.
- Assist institution with research to better serve our students and meet mission fulfillment in regards to North West standards.
- Communicate effectively orally and in writing.
- Read and comprehend all federal, state and institutional regulations and other written material as related to the administration of financial aid for a two year career and technical and transfer college.
- Adhere to written policies and procedures.
- Create and order necessary financial aid forms.
- Monitor Title IV Funds to ensure compliance and strategically award and expend for the aid year.

- Participate in New Student Orientations.
- Must be able to travel and work evenings and weekends as needed. Conduct parent financial aid workshops at high schools in Eastern Montana; workshops are usually conducted during the evening hours in October through January. Coordinate with Enrollment Management
- Supervise Financial Aid Specialists, Work Study students and Student employees.

AREAS OF JOB ACCOUNTABILITY AND PERFORMANCE:

- Adheres to and displays Core Competencies (*See Below)
- Manages and leads the overall operation of the Financial Aid Office; manages and directs office budget; reconciles all accounts.
- Adheres to standards of confidentiality of information and documentation.
- Coordinates external educational funding sources such as Veteran's Benefits, Vocational Rehabilitation, Tribal funding, and Job Training Partnership Act Assistance.
- Constructs cost-of-attendance budgets and revises the award-packaging policies each year based upon the school's allocations of federal, state, and institution funds and prior-year utilization.
- Completes consortium agreements for non-DCC students enrolling in courses at DCC.
- Oversees federal, state, and institutional funding programs.
- Exercises adequate quality control to ensure that need-based awards do not exceed documented need, nor that the students' awards combined with the funding they received at prior institutions do not exceed aggregate limits.
- Maximizes utilization of all funds from the programs within intended rules, policies and regulations.
- Enters data for all student scholarships and most exemptions pertaining to degree seeking students (re: athletics, music, art, academic, etc.), into Banner exemption forms.
- Disburses all student aid: reviews student files, ensures timely award notification and on-time disbursement of funds.
- Exercises professional judgment in cases of dependency overrides, extension of satisfactory academic progress limits, and utilization of expected year income for determining estimated family contribution (EFC).
- Manages and utilizes various computer programs, including but not limited to: Banner, EdConnect, Microsoft Office, and WinSCP.
- Defines the new aid year for financial aid (setup within Banner for all aspects of processing aid).
- Develop forms appropriate for gathering the required information for Verification of applicant data.
- Apprises IT department of required Banner upgrades in response to federal and state regulatory changes.
- Selects and leads a team through Self-Assessment of program.
- Establishes Satisfactory Academic Progress (SAP) policies, within Federal limits/guidelines and monitors student progress per policy.
- Accesses, processes and updates DCC and/or student data as required via federal web applications including but not limited to: Student Aid Internet Gateway (SAIG), Financial Aid Administrator (FAA) Access to Central Processing System (CPS) online, Federal Student Aid (FSA) Download (software), National Student Loan Data System (NSLDS), Return of Title 4 (R2T4) on the Web, Common Origination & Disbursement (COD) system, eCampus Based System known as the Fiscal Operations Report and Application to Participate (FISAP), and Electronic Application for Approval to Participate in Federal Student Financial Aid Programs (EAPP).
- Initiates transfer monitoring with NSLDS and reviews individual student funding history, ensuring students are funded appropriately when transferring to DCC.
- Apprises students of Direct Loan and Perkins entrance and exit counseling requirements.
- Conducts individual exit counselling session with Federal Perkins Loan borrowers, obtaining exit schedules of re-payment from Xerox (Perkins Loan Servicer).
- Accesses data on Xerox website for year-end data to complete the FISAP Perkins Loan section.
- Compiles data and completes the financial aid section of the annual IPEDS report.
- Compiles data and completes Gainful Employment reporting to NSLDS.
- Compiles data and populates the Department of Education's Net Price Calculator template for IT department placement on DCC website.
- Maintains all financial aid information on the DCC website and those relating to the certificate programs in compliance with Gainful Employment regulations.
- Approves access of DCC employees to various US Department of Education financial aid web systems, as the Primary Destination Point Administrator (PDPA) with the Student Aid Internet Gateway (SAIG) system.
- Adheres to FERPA, insuring that confidentiality of student records is maintained and that all contacts with the public are handled quickly, courteously, and accurately.
- Prepares and submits various fiscal and operational reports as required by the Vice President of Student Affairs, Federal, and State regulations.

- Provides federal guidelines to the DCC Calendar Committee for establishment of the academic calendar.
- Develops annual scholarship applications, coordinating with the Dawson College Foundation, DCC, and outside entities.
- Prepares and submits a list of Dawson College Foundation Scholarship recipients and disbursements each semester for payment.
- Chairs the Financial Aid Committee, guiding on student financial aid appeals.
- Distributes scholarship applications to review/selection committees, upholding the wishes of the donor.
- Chairs the Financial Aid Committee with scholarship review/selection on institutional academic waivers and those where the donor did not specify.
- Provides to the Dawson College Foundation information on student recipients for their annual newsletter.
- Provides to the Dawson College Foundation a report of the Short Term Loan Fund at their annual meeting.
- Informs students and parents about the availability of financial aid, application procedures, and how to request reevaluation if changes in the family's financial situation occurs.
- Disseminates information relating to the financing of an education to enrolled students, potential students, parents, and high school counselors.
- Develops positive relationships with students, parents, faculty, staff, high school personnel, the Office of the Commissioner of Higher Education, Legislators, reporters, auditors, Department of Education staff, and members of professional organizations.
- Presents informative sessions for parents of high school students at Dawson County High School (other locations in Eastern Montana upon request), Campus Buccaneer Days, Summer Advance Registration, and Orientation.
- Serves as a member of the Enrollment Management Committee and participates on other committees as requested.
- Reviews residency appeals and makes determination based on documentation provided.
- Assist the Enrollment Management Team with admission inquiries and requests.
- Fulfill the obligations of a Campus Security Authority (CSA) as defined by the Clery Act. (A Campus Security Authority (CSA) is an individual, who by virtue of their college responsibilities and under the [Clery Act](#), may receive and is required to report any criminal incidents brought to their attention to the Vice President of Academic and Student Affairs so that they may be included and published in the college's Annual Security Report. CSA's are required to complete training on appropriately handling reporting crimes, victim relations and support, and related school policies.)
- Other duties as assigned

PERFORMANCE STANDARDS

CORE COMPETENCIES:

- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal effectively with frequent change, delays, or unexpected events.
- Attendance - Is consistently at work and on time.
- Business Acumen - Understands basic business practices.
- Change Management - Communicates changes effectively.
- Oral Communication - Speaks persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Participates in meetings.
- Written Communication - Writes informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Meets commitments.
- Delegation - Delegates work assignments; Matches the responsibility to the person; Sets expectations and monitors delegated activities.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.
- Initiative - Seeks increased responsibilities; Takes independent action.
- Judgment - Displays willingness to decide; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Managing People - Includes staff planning, decision-making, facilitating and process improvement; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Improves processes, product and services.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Organizes or schedules other people and their tasks.

- Problem Solving - Identifies and resolves problems promptly; Gathers and analyzes information skillfully; Develops alternative solutions.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments. Dresses appropriately for workplace with frequent customer service interactions. Supports and promotes a positive image of Dawson Community College.
- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Quantity - Meets productivity Standards; Completes work in timely manner; Strives to increase productivity; Works effectively.
- Safety and Security - Observes safety and security procedures; Uses equipment and materials properly.
- Strategic Thinking - Develops strategies to achieve organizational goals; Adapts strategy to changing conditions.
- Inclusion – Provides an environment inclusive of all students and supports underrepresented students.
- Assessment – Assesses annual performance and works closely with the enrollment management team.

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the employee.

EDUCATION AND EXPERIENCE:

The above knowledge, skills, and abilities are typically acquired through education and experience equivalent to:

- A Bachelor's Degree
- 3-5 years of experience in a financial aid college environment or similar experience in the private or public sector or combination thereof.
- Valid Montana Driver's License.

Preferred Qualifications:

- Master's Degree
- 5 plus years of experience in a financial aid office or financial aid administration
- Banner Ellucian Experience

COMPLETED APPLICATION PACKET MUST INCLUDE:

- Completed Dawson Community College application
https://dawsoncommunitycollege.formstack.com/forms/employment_application
- Current resume
- Cover Letter
- Copies of college transcripts (original transcripts required, if hired)
- Three professional references (names, email addresses, and phone numbers).

Background checks are required prior to employment.

INQUIRIES MAY BE DIRECTED TO:

Human Resources Department
hr@dawson.edu
406-377-9430

This institution is an equal opportunity provider.

The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

Qualified protected class individuals are encouraged to apply. Dawson Community College must comply with the Immigration Reform and Control Act of 1986. If hired, you will be required to provide documents to show your identity and authorization to work.

Nondiscrimination Policy: Dawson Community College does not discriminate on the basis of creed, race, religion, gender, national origin, age, disability, veteran status, genetic information, pregnancy status, marital status, gender identity or expression, or sexual orientation with respect to access, employment, programs, or services. Employees who engage in such unlawful discrimination will be subject to disciplinary action up to and including discharge.

The College is in compliance with Executive Order 11246; Title VII of the Civil Rights Act of 1964, as amended by the Equal Employment Opportunity Act of 1972; Title IX regulation Implementing Educational Amendments of 1972; Section 504, Rehabilitation Act of 1973; the Americans with Disabilities Act of 1990; the 1991 Civil Rights Act; the Age Discrimination in Employment Act of 1967, as amended; the Vietnam Era Veterans' Readjustment Assistance Act of 1974; Title 49, the Montana Human Rights Act; and all other federal, state, and college rules, laws, regulations and policies.

Inquiries or complaints concerning any of these matters for employees should be brought to the attention of:

Leslie Weldon, Title IX Coordinator. Telephone: (406) 377-9412. Email: lweldon@dawson.edu. Mailing Address: 300 College Drive, Glendive, MT 59330.

Inquiries or complaints concerning any of these matters for students should be brought to the attention of:

Leslie Weldon, Title IX Coordinator. Telephone: (406) 377-9412. Email: lweldon@dawson.edu. Mailing Address: 300 College Drive, Glendive, MT 59330

Virginia Boysun, Registrar, Veteran's Coordinator. Telephone: (406) 377-9404. Email: vboysun@dawson.edu. Mailing address: 300 College Drive, Glendive, MT 59330.

Katherine Carrier, Dean of Academic Affairs, ADA Coordinator. Telephone: (406) 377-9434. Email: kcarrier@dawson.edu. Mailing address: 300 College Drive, Glendive, MT 59330.

DCC's Annual Security Report and Fire Safety Report provides info about reporting crime, crime statistics, crime prevention, alcohol and drug policies, fire statistics, etc., is available at <https://www.dawson.edu/about/campus-security.html/title/annual-campus-security-and-fire-safety-report>. You may request a paper copy through the President's Office at (406)377-9401.

REVIEWED BY (SUPERVISOR SIGNATURE) _____

DATE: _____

REVIEWED BY (EMPLOYEE SIGNATURE): _____

DATE: _____