



JOB DESCRIPTION

Position: Director of Student Financial Services

Reports to: Dean of Enrollment Management

Department: Enrollment Management

Status: Exempt

Percent of Full-Time: 100%

Position Number: SDC-2017-10-11

POSITION OVERVIEW

San Diego Christian College (SDC), as an academic and learning community, aims to prepare academically equipped, culturally and globally involved graduates with a biblical worldview and godly character to serve God. SDC is a religious, non-profit organization (501c3) registered in the state of California. It is our mission to educate and inspire students through the truth of Scripture and the development of competencies that prepare graduates whose purpose is to impact the world.

The Student Financial Services (SFS) office exists to lead and innovate within the College by providing the highest standard of service to facilitate students' financial needs relating to their study. The office will provide a holistic, one-stop-shop that serves the needs of our traditional and non-traditional students.

The director is responsible for the oversight of both the financial aid and accounts aspects of the department. More specifically, will provide leadership, supervision and direction for the delivery and coordination of federal, state and institutional student financial aid. The director also manages related audits, compliance reviews, account reconciliations, financial literacy outreach and works to ensure institutional compliance with relevant regulations.

ESSENTIAL FUNCTIONS

1. Develop, manage and oversee campus-wide Student Financial Services processes (40%)
 - a. Independently manage the delivery of all student financial aid processes for awarding grants, student loans, parent loans and scholarships
 - b. Coordinate the operations and compliance aspects, within regulations and guidelines, of financial assistance programs such as Federal Work Study, Federal Direct Loans, Federal Pell Grants, Federal Supplemental Educational Opportunity Grants, Cal Grants, Veterans Education Benefits and other available funds
 - c. Research, analyze, develop and recommend departmental procedures to increase operational efficiency and to ensure regulatory compliance
 - d. Direct financial aid strategies within the framework of federal and state regulations that are consistent with the enrollment management objectives of the College
 - e. Ensure all refunds, repayments and return of Title IV and other aid for all withdrawing federal aid recipients are accomplished in accordance with all federal, state and college guidelines
 - f. Make certain that student billing of tuition is done in a timely manner and is easily understood by students and parents
 - g. Using independent judgment and discretion, coordinate the SFS Office's response to program reviews and annual audits and submit audits to the U.S. Department of Education on time
 - h. Update office and other departments on any changes, improvements or updates regarding processes or functions
 - i. Confirm that Regent 8 is used effectively and product enhancements are developed to be technologically up-to-date and user friendly

- j. Develop student cost of attendance including tuition, books, various fees, room and board, etc.
2. Provide oversight, management and direction of the Student Financial Services Office personnel (30%)
 - a. Using independent judgment and discretion, oversee all administrative functions of the SFS office by supervising, providing ongoing professional development opportunities and training of all employees
 - b. Instruct and contribute to student satisfaction through delivery of quality customer service in all aspects of administration of financial aid and student accounts.
 - c. Facilitate hiring process for all positions in the office including reviewing resumes, conducting interviews and training all new hires
 - d. Advise SFS Specialists on decisions and/or difficulties
 - e. Directs weekly office meetings including preparation of agenda items
 - f. Provide ongoing feedback and instruction to all personnel on how to improve in their positions
 - g. Facilitate annual evaluation process for all staff
3. Reporting and Communication (25%)
 - a. Coordinate enrollment reports with appropriate offices to the National Student Loan Clearinghouse (NSLC) and the National Student Loan Data System (NSLDS)
 - b. Complete the financial aid portion of IPEDS
 - c. Create and update content for the SFS portion of the website
 - d. Present financial aid information using brochures, literature and workshops directed towards students, parents and community groups
4. Budget (5%)
 - a. Monitor all admissions expenses
 - b. Review and approve all invoices before reaching the Dean of Enrollment Management

The above summary of duties represents the major functions and tasks, but is not intended to be an exhaustive list of all responsibilities. Therefore, the individual may perform other related tasks as required due to business necessity.

POSITION REQUIREMENTS

Knowledge

- Bachelor's degree in a related field or equivalent combination of education and experience. Master's degree preferred.
- Minimum of 3 to 5 years experience in financial aid and student accounts
- Knowledgeable in Microsoft Office Suite (particularly Word, Excel, PowerPoint)

Skills

- Highly effective interpersonal skills; skilled in tactful diplomacy and conflict resolution.
- Outstanding organizational skills.
- Strong written and oral communication skills.
- Demonstrated skills and techniques to recognize problems and find solutions that uphold SDC's core values.
- Self-motivated and flexible with strong organizational skills and the ability to work well with timelines and short deadlines.

Abilities

- Proven ability to interact in a consistently positive & flexible manner with students, staff and faculty.
- Ability to multi-task and effectively prioritize workload with frequent interruptions.
- Team player that builds and gives mutual trust and respect.
- Ability to work independently with minimal direction.
- Strong ability to collaborate.

SDC Employee Expectations:

- Active integration of faith in Jesus Christ in the workplace.
- Adherence to conflict resolution as listed in Matthew 18 and Ephesians 4:15.
- Regular attendee of a Bible-based church.
- Proactive participation in SDC Strategic Initiatives.
- Successful completion of a background check.
- Understanding, agreement and adherence to the SDC Community Covenant.

- Adheres to policies and procedures as outlined in the applicable SDC handbook.

Physical Requirements

Ability to stand, walk, reach, see, hear, work independently, communicate effectively lift and carry up to 20 lbs (with or without assistance). This position requires long periods of sitting, standing, walking, keying and hand/eye coordination for keyboard data entry and viewing data on a computer monitor.

Mental Activities

Frequent verbal communication, reading, writing, calculating, reasoning, analyzing.

Employment At-Will:

All employees of SDC are at-will, and as such, are free to resign any time without reason. SDC, likewise, retains the right to terminate and employee's employment at any time with or without reason or notice. Nothing contained in this job description or any other document provided to the employee is intended to be, nor should it be, construed as a guarantee that employment or any benefit will be continued for any period of time. No manager, supervisor or employee of SDC has any authority to enter into any agreement for employment for any specified period of time or to make any agreement for employment other than at-will.