



## RHODE ISLAND COLLEGE JOB DESCRIPTION

Position classification: PSA
Date created or revised: 9/21/2022
Exempt/Non-Exempt Status: Exempt
Responsible individual: Yes
Campus Security Authority: No

Title: Senior Associate Director, Financial Aid (Client Services & Data Management)  
Status: Full-time, 35 hours/week  
Grade: 14  
Union Affiliation: PSA@RIC (Professional Staff Association)  
Reports To: Director of Student Financial Aid

### **PRIMARY PURPOSE:**

The Senior Associate Director of Financial Aid serves in the key role of managing the operation and services of the front office including the supervision and training of staff to ensure a high level of client service. Provide financial aid counseling to a diverse population of undergraduate and graduate students and their families and manage financial aid processing for a significant assigned caseload. The individual will play a key role in coordinating client services outside of normal working hours during peak periods or as determined necessary. The Senior Associate Director will accomplish the administrative tasks necessary to assure compliance with federal financial aid regulations. The individual works to provide a high level of customer service, and works with the Enrollment Management Team and the Student Success Division to enhance enrollment, retention and success of Rhode Island College students. Represent the director in his/her absence.

### **DESCRIPTION OF DUTIES AND RESPONSIBILITIES:**

#### Essential Job Functions:

- Serve as a liaison between the Financial Aid Office and others including, but not limited to the Student Success Division, Foundation, Disability Services, Athletics, Academic Affairs and Community, Equity & Diversity.
- Assist with all electronic processes required to exchange financial aid applicant data with the federal Central Processing Service (CPS). This includes management of Electronic Data Interchange (EDI) functionality in the PeopleSoft financial aid system as well as use of EDconnect and EDExpress software.
- Manage the operation and services of the front office including the supervision and training of staff to ensure a high level of client service and will provide financial aid counseling to a diverse population of undergraduate and graduate students and their families.
- Manage Pell Grant and Direct Loan financial aid data through the federal Common Origination and Disbursement (COD) system and reconcile Pell Grant and Direct Loan disbursement records in the financial aid system with financial records in the federal COD system.
- Develop or modify policies and procedures to achieve enrollment goals, enhance effectiveness and efficiency and ensure compliance with laws and regulations.
- Review federal, state, and institutional programs to assure compliance with regulatory guidelines
- Oversee the administration of the student loan program.
- Assist with the management, maintenance and enhancement of the PeopleSoft student information system. This includes the coordination and scheduling of batch production jobs,

working with MIS and the Director in developing specifications for ad hoc reports and customized system enhancements, and assisting with the testing of system patches and new releases prior to implementation.

- Manage the Return to Title IV (R2T4) process for withdrawn students and prepare annual R2T4 reports for the director.
- Provide supervision and coordination of award processing, from file creation to award assignment, including, but not limited to, assessing and revising, as needed, office procedures; document tracking procedures and outgoing communications.
- Support and provide technical expertise to staff to assure that accurate, relevant information and top-quality standards are met and regulations are adhered to.
- Conduct regular reviews of financial aid accounts and procedures to ensure program integrity.
- Reconcile federal, state, and institutional programs with regulatory guidelines.
- In accordance with all applicable laws, regulations, and institutional policies, help determine student eligibility for federal, state, and institutional programs.
- Manage general financial aid processing for assigned caseload of students. This includes file review, verification, needs analysis, financial aid packaging, and counseling.
- Provide financial aid counseling to students and parents regarding application procedures and eligibility requirements for student aid programs, and assist students and their families with the completion of application forms.
- Act as a referral for financial aid staff and others regarding student concerns on complex withdrawal issues or where precedent may not exist, as well as for data-related, system, and compliance inquiries
- Participate in cross-functional working groups and campus committees, and contribute to the enrollment management team as well as the Student Success Division.
- Represent the financial aid office at various student recruitment functions, financial aid information sessions and orientation programs.

Occasional Job Functions:

- Perform other duties and responsibilities as assigned by the Director of Financial Aid.
- Work some non-standard work hours including nights and weekends.

**REQUIRED QUALIFICATION STANDARDS:**

Education:

Master's degree.

Experience:

- Minimum of three years of full-time experience in the administration of student financial aid services at an institution of higher education.
- Supervisory experience.

Skills, Knowledge and Abilities:

- Ability to represent the college positively and effectively with prospective and current students, parents, faculty, staff, alumni, outside agencies and the public.

- Understanding and sensitivity to the needs of a diverse student population including first-generation and low-income students.
- Demonstrated intercultural competency, with experience implementing equitable and inclusive practices and policies.
- Thorough knowledge of federal and state student aid regulations and compliance as well as a broad-based understanding of computer applications in student aid administration.
- Familiarity using automated processing systems.
- Excellent oral, written, interpersonal skills.
- Demonstrated analytical and technical skills.
- Excellent organizational and time management skills.
- Demonstrated ability to manage multiple projects and to delegate tasks.
- Demonstrated ability to supervise professional and support staff.

**PREFERRED:**

- Experience with Peoplesoft is desirable.
- Bilingual in English / Spanish (fluent in speaking and writing).

**ENVIRONMENTAL CONDITIONS:**

The employee is not exposed to known adverse environmental conditions.

**The college requires that all applicants and employees be able to perform the essential functions of the job and will explore reasonable accommodations for individuals with disabilities.**

*As an Affirmative Action/Equal Opportunity institution that values and is committed to inclusion and expanding the diversity of its faculty and staff, the College invites members of protected classes, including minorities and persons with disabilities, to identify themselves as such at the time of application.*