Coastal Pines Technical College

**JOB DESCRIPTION**

**Assistant Director of Financial Aid**

**JOB SUMMARY:**

Under the supervision of the Financial Aid Director, the Assistant Director assists with the day-to-day management of the Financial Aid Office across all locations; including but not limited to daily Banner processing. The Assistant Director position is responsible for providing leadership and supervision of the Financial Aid staff and assisting the Director with the oversight and management of the Financial Aid software systems. This position also assists with the coordination for the overall compliance of federal, state, and institutional programs, policies and procedures as well as the use of technology for the Financial Aid Office.

**RESPONSIBILITIES:**

1. Creates and maintains a high-performance environment characterized by positive leadership, an emphasis on an inclusive departmental culture, and a focus on providing excellent and efficient customer service.
2. Displays a strong focus on customer service including the ability to de-escalate situations while satisfying customer expectations for assistance.
3. Provides through guidance to students, staff and the public on the availability of financial aid, the regulatory requirements associated with the availability and the application process.
4. Advises and responds to student aid inquiries in person, by phone and through written communication to students, staff and the public in a courteous and professional manner.
5. Serves as a VA certifying official.
6. Assist with the overall administration of the Financial Aid Office including, but not limited to, overseeing systems processing and reporting aspects of Ellucian / Banner Financial Aid Module, troubleshooting systems errors and problems; electronic file imports/exports management, and discrepancies; SQL writing, new year set up, and periodic federal / state data reports.
7. Monitors over awards, transfer monitoring, and resolves discrepancies as needed.
8. Performs batch and manual awarding for specific funds adhering to established procedures.
9. Oversees areas of processing to include federal, state and institutional (FWS, State Aid Programs, Satisfactory Academic Progress, Outreach, etc.) ensuring all accounts are reconciled as required; aid in resolving all processing issues and providing guidance and assistance when needed for regulation interpretation.
10. Assists the Director with the development of procedures, overseeing operations, and the award and distribution process of financial aid resources in accordance with federal and state compliance.
11. Provides ongoing training and routinely conducts quality assurance reviews to ensure a consistent level of compliance and a satisfactory output, identify deficient areas and implement corrective measures through training and professional development. Makes recommendations for changes to procedures based on findings and outcomes.
12. Assists the Director in supervising and managing Financial Aid Department employees across all locations.
13. Assists with interviewing and employee selection process, employee mid-year & annual performance evaluations, and implementing disciplinary action when necessary.
14. Displays a high level of effort and commitment to performing work; operates effectively within the organizational structure; demonstrates trustworthiness, professional ethics, and responsible behavior.
15. Shows persistence and seeks alternatives when obstacles arise; conveys forethought to potential issues and provides suggestions to remedy such concerns.
16. Observe and enforce the college’s policies and procedures.
17. Serve on committees as assigned and acts as a liaison with other departments as needed.
18. Participates in required staff development activities.
19. Performs other related duties as assigned.

**Equal Opportunity Statement**

Coastal Pines Technical College (CPTC) does not discriminate on the basis of an individual’s age, color, disability, genetic information, national origin, race, religion, sex, or veteran status (“protected status”). The following persons have been designated to coordinate the College’s implementation of non-discrimination policies: Katrina Howard, Title IX Coordinator, Jesup Campus, 1777 West Cherry Street, Jesup, Georgia, [khoward@coastalpines.edu](mailto:khoward@coastalpines.edu) 912.427.5876; Emily Harris, Title IX Coordinator, Waycross Campus, 1701 Carswell Avenue, Waycross, Georgia [eharris@coastalpines.edu](mailto:eharris@coastalpines.edu) 912.287.4098; [titleix@coastalpines.edu](mailto:titleix@coastalpines.edu) ADA/Section 504 Coordinator, [ada@coastalpines.edu](mailto:ada@coastalpines.edu) ; All Campuses, 1777 West Cherry Street, Jesup, Georgia.