

## Director of Financial Aid and Admissions

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**Department:** Student Services

**FLSA Status:** Exempt

**Job Status:** Full Time

**Reports To:** Dean of Enrollment Management

**Positions Supervised:**

Financial Aid Specialist, Admissions Representative

### ESSENTIAL FUNCTIONS

The Director of Financial Aid and Admissions reports to the Dean of Enrollment Management and Educational Support Services and is responsible for the management and administration of student financial aid programs in compliance with all Federal regulations. The Director will also assist in the coordination of recruitment efforts and admissions processes, working closely with the Dean of Enrollment Management, the Marketing Coordinator, and the Enrollment Services Technician. The Director of Financial Aid and Admissions must be able to manage staff effectively and perform standard financial aid duties such as, Verification, Loan Processing, Packaging, Return to Title IV, and Satisfactory Academic Progress. The Director must also be able to gain knowledge of all academic programs offered through Miles Community College, including continuing education and workforce development initiatives, and be able to relay the information to potential students, parents, counselors, community agencies, and other interested parties.

### 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.

### Essential Functions Statement(s)

- Administer TITLE IV Federal Financial Aid Programs according to U.S. Department of Education regulations.
- Develop, implement and revise strategies, policies and procedures for the effective delivery and awarding of financial aid; monitor, approve, and/or revise all financial aid packaging for all qualified applicants in accordance with federal, state, institutional, and other policies and procedures.
- Administer all Montana State Financial Aid programs in accordance with the Office of the Commissioner of Higher Education.
- Administer Miles Community College Scholarship program.
- Administer Miles Community College work study program.
- Develop financial aid as a recruitment and retention tool, to include the development and use of tuition discounting models to support enrollment management goals.
- Work closely with the Business Office to reconcile all aid received by students on a monthly basis, both externally with the Common Origination and Disbursement system, and internally with the Business Office.

- Work closely with the Miles Community College Foundation to create scholarships.
- Keep current with updates and changes in federal regulations that govern the administration of all TITLE IV financial aid programs.
- Participate in MASFAA, RMASFAA, and NASFAA as applicable.
- Identify opportunities and present solutions to automate processes and increase efficiency.
- Facilitate financial aid training for members of the community and surrounding areas as applicable.
- Responsible for oversight of the recruitment and admissions process, including prospect search, on- and off-campus recruitment event scheduling, admissions application processes and procedures
- In collaboration with the Dean of Enrollment Management, oversee development and implementation of the MCC recruitment plan.
- Serve as a member of the Enrollment Action Team and collaborate with the Dean of Enrollment Management, Vice President of Academic Affairs, and Dean of Student Engagement in the development of strategic enrollment planning initiatives and action plans.
- Serve as MPSEOC tour liaison-site coordinator.
- Assist with enrollment management research.
- Assist with the planning and administration of all new student orientations.
- Serve as Chairperson of the Scholarship Committee and Financial Aid Appeals Committee, as well as other college committees as requested.
- Responsible for complete and thorough budget preparation within established budget timelines.
- Manage department's financial affairs effectively, ethically, and innovatively within the constraints of approved budget.
- Must be able to travel and work occasional weekend and evening hours.
- Perform other duties as assigned by the Dean of Enrollment Management and MCC President.
- Supervise Financial Aid Specialist and Admissions Representative.

## **POSITION QUALIFICATIONS**

### **Competency Statement(s)**

- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time.
- Business Acumen - Understands basic business practices.
- Change Management - Communicates changes effectively.

- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.
- Written Communication - Writes clearly and 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 make decisions; 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 in a timely manner; 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.
- 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 quickly.
- 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 that is inclusive of all students and supports underrepresented students.

- Assessment - Assesses annual performance and works closing with the institutional research and enrollment management team.

**SKILLS & ABILITIES**

**Education:** Required BS/BA related to student services, business or administration; a strong background in Financial Aid and/or higher education enrollment management processes.

**Experience:** Two to four years’ experience in a higher education enrollment or financial aid setting. Knowledge of Federal Financial Aid Programs and regulations. Strong management skills that include communication, assertiveness, leadership, and decision-making. Understanding of and commitment to the role of the community college. Knowledge of organizational development and leadership roles within a teamwork setting. Ability to communicate effectively through oral and written communication. Ability to establish and maintain effective working relationships with students, parents, MCC staff, and the general public. Strong organizational skills and math skills. Ability to balance a variety of tasks and duties on a daily basis. Work experience demonstrating computer skills.

**Computer Skills**

Microsoft Office (Word, Excel, PowerPoint, Access, Outlook and Publisher) and database management. Financial Aid packaging software. Banner or other student information system experience strongly preferred.

**WORK ENVIRONMENT**

Customer services and working in a team environment. Ability to interact effectively with all facets of the college.

**REVIEWED BY (SUPERVISOR  
SIGNATURE)**

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**DATE**

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**REVIEWED BY (EMPLOYEE SIGNATURE)**

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**DATE**

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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.