



ASSISTANT DIRECTOR OF FINANCIAL AID

BASIC FUNCTION

Under the direction of the assigned supervisor, the Assistant Director of Financial Aid assists in the planning, organization, coordination, and administration of all federal, state, and institutional financial aid programs. The Assistant Director provides leadership and oversight for daily office operations, ensures compliance with applicable laws and regulations, supervises classified staff, and promotes exceptional customer service to students and the campus community. This position serves as a key member of the Financial Aid leadership team and acts on behalf of the supervisor in their absence.

DISTINGUISHING CHARACTERISTICS

The Assistant Director of Financial Aid is the second-level management position within the Financial Aid Office. Under the direction of the Director of Financial Aid, the incumbent exercises independent judgment and decision-making in the administration of financial aid programs and daily office operations. The Assistant Director is responsible for supervising classified staff, interpreting, and implementing complex federal and state financial aid regulations, ensuring regulatory compliance, and coordinating operational activities. The position serves as the Director's designee in their absence and is expected to resolve complex operational and student issues requiring advanced technical expertise and sound professional judgment. Additionally, this position is identified as the Alternate Eligibility & Oversight Administrator with the Department of Education.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties and responsibilities describe the general nature and level of work being performed. It is not intended to be restricted or construed as an exhaustive list of all duties and responsibilities required of individuals so classified, and not all duties listed are necessarily performed by each employee in this classification.

1. Assist in the planning, administration, and evaluation of all financial aid programs in accordance with federal, state, and institutional regulations.
2. Oversee daily operations of the Financial Aid Office.
3. Supervise, train, mentor, and evaluate assigned staff; establish work priorities and monitor workflow.
4. Interpret and apply complex federal and state financial aid regulations, policies, and procedures.

5. Assist with development, implementation, and maintenance of office policies, procedures, and internal controls to support compliance and continuous improvement.
6. Assist with budget development and program review process.
7. Monitor quality assurance activities and conduct audits of financial aid processes to identify errors, trends, and opportunities for improvement.
8. Coordinate the resolution of complex student financial aid issues, appeals, and special circumstances requiring professional judgment.
9. Assist in the preparation for program reviews, audits, and compliance reporting; coordinate corrective actions, as necessary.
10. Ensure timely and accurate transmittal of data to the Department of Education and State agencies as well as maintaining data for accurate reporting as required by these agencies.
11. Collaborate with Admissions and Records, Fiscal Services, Information Technology, Counseling, and other campus departments to ensure effective delivery of financial aid services.
12. Assist in the implementation and testing of financial aid software, system upgrades, and regulatory changes within the student information system.
13. Analyze data and prepare reports related to financial aid operations, compliance, student outcomes, and office performance.
14. Represent the Financial Aid Office at campus committees, outreach events, workshops, and professional meetings.
15. Promote a student-centered environment by ensuring courteous, equitable, and inclusive customer service.
16. Assist with outreach activities and advise students on matters related to financial aid.
17. Assume responsibility for office operations and decision-making in the absence of the Director.
18. Other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Federal and state laws, regulations, policies, and procedures governing student financial aid programs.
- Principles, practices, and administration of financial aid programs.
- Financial aid management systems, student information systems, and applicable software used to administer financial aid programs.
- Financial aid compliance, internal controls, audit principles, and program review requirements.
- Principles and practices of supervision, training, performance management.
- Organizational planning, workflow analysis, and process improvement techniques.

- Applicable federal and state privacy laws, including the Family Educational Rights and Privacy Act (FERPA).
- Budgeting principles and financial recordkeeping.
- Data collection, analysis, report preparation, and the use of data to support operational decision-making.
- Principles of customer service and techniques.
- Effective oral and written communication techniques.
- Modern office practices, procedures, technology, and software applications.
- Principles of diversity, equity, inclusion, and cultural competency.
- California Community College policies, procedures, and governance.

Skills and ability to:

- Perform, interpret, apply, and explain complex financial aid regulations, policies, and procedures.
- Analyze situations objectively and make recommendations.
- Compile information and compose routine documents, reports, office correspondence and procedure manuals using correct English usage, grammar, spelling, punctuation, and vocabulary.
- Prepare, read, and comprehend a variety of job-related forms, reports, spreadsheets, records, documentation, and correspondence.
- Communicate effectively both orally and in writing.
- Provide accurate information on a variety of financial aid related topics.
- Maintain confidentiality of sensitive information.
- Analyze situations accurately and adopt an effective course of action.
- Train and provide work direction to others.
- Meet demanding schedules and multiple and conflicting timelines.
- Prepare and maintain accurate statistical and financial records.
- Apply legal and policy provisions to various problems consistently and correctly.
- Establish and maintain effective and cooperative working relationships with others.
- Work confidentially with discretion.
- Complete work with many interruptions.
- Exercise good judgment and discretion in analyzing and resolving conflict.
- Maintain a high level of time management and organization skills.
- Work effectively and independently with minimal supervision.

Education and Experience:

An earned **Bachelor's degree** from an accredited institution **AND** a minimum of **three (3) years** of progressively responsible experience in financial aid administration, student

financial services, regulatory compliance, or a related area, including at least **one (1) year of lead or supervisory experience**;

OR

An earned **Associate's degree** from an accredited institution **AND** a minimum of **five (5) years** of progressively responsible experience in financial aid administration, student financial services, regulatory compliance, or a related area, including at least **two (2) years of lead or supervisory experience**.

Certificates, Licenses, Special Requirements:

Certain assignments may require a valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

Other Requirements:

Imperial Community College is committed to creating an academic and work environment that fosters diversity, equity, and inclusion and equal opportunity for all, and ensures that students, faculty, management, and staff of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion makes our district a unique and special place for individuals of all backgrounds. It is important that our employees' values align with our District's mission and goals for Equal Opportunity, Diversity, Equity, Inclusion, and Access.

WORKING CONDITIONS

Work Environment:

Employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employee may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Physical Demands:

Requires sufficient physical ability to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to verbally communicate to exchange information. Ability to operate office equipment. Will require occasional travel.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this classification.

Mental Demands:

Frequent interruptions; communicate effectively by phone, in writing, and in person with others; work multiple tasks concurrently; effectively process information to make sound judgements and decisions.