

Job Description

Job Title: Senior Manager – Financial Aid

JTC: CQC

Salary Range: N06

FLSA: Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Provides guidance and leadership in the delivery of services based on functional area of focus ensuring that organizational/district initiatives are met.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Demonstrates knowledge of policies and procedures that affect clients and/or employees, applying them fairly and consistently; ensures compliance with local, state and federal laws and regulations; and applies best practices that are in direct support of the overall vision, mission and goals of the organization and/or district. Is knowledgeable about and can clearly represent own area of responsibility, seeking new knowledge and tools to advance the objectives of the organization.

Cultivates alliances across internal and external boundaries in order to build and maintain strong working relationships. Acts as a trusted advisor, inspires confidence and model's integrity in decisions, communication and treatment of all individuals internal/external to the college community. Protects the privacy and confidentiality of employees, students and others. Creates a work environment that embraces and appreciates diversity. Enables employees and/or students to grow and succeed through positive feedback and instruction.

Maintains consistent and positive customer relations, responding to internal/external customer inquiries in an efficient and timely manner. Demonstrates an understanding of diversity and values differences. Promotes positive staff, customer and community relations by communicating organizational and departmental plans and priorities on a regular basis.

Able to gather, compile, and analyze data/information and prepare reports as requested. Detail oriented with the ability to manage multiple assignments and projects, create detailed actions plans, as well as the ability to adapt to changing priorities, deadlines and directions.

Clarifies and communicates performance expectations, objectives and roles, effectively transmitting ideas, instructions and information through clear, concise written and verbal communication. Makes decisions that are based on thorough analysis of issues and uses sound judgment. Must have strong interpersonal skills and the ability to effectively communicate with a wide range of individuals and constituents in a diverse, multicultural college community. Must be able to provide excellent customer service.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities.

MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's degree or higher plus two (2) years of related experience. Official transcripts are required. Special licenses or certifications such as registered nurses (RN), CPR, etc., will be required depending on the nature of the position. Must have valid driver's license if traveling to off-site locations. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Administers Federal, State and institutional programs which provide financial assistance to students. Assumes fiduciary responsibility for financial aid allocations to the college. Coordinates college records for financial aid audits, student documentation, and preparation of subsidiary accounting ledgers.

Responsible for accurate interpretation, implementation, and communication of financial aid information in accordance with local, state and federal regulations; business office policies and procedures, and DCCCD Board policies as they apply to student financial aid. Responsible for providing information to lenders under the student loan program.

Responsible for the support and guidance to staff in the performance of their daily job duties. Estimates and manages activity levels; establishes work schedules and assignments. Monitors and develops management criteria to determine optimal customer service. Coordinates with information technology (IT) to ensure the accuracy of all information entered into the system.

May be responsible for administering the Veterans Education Program, including counseling, interpretation, implementation and monitoring of Veterans Educational benefit programs for eligible veterans. Responsible for evaluation and execution of all new and existing emerging electronic technologies.

Responsible for the selection, training, coaching, evaluation and professional development of assigned staff. Excellent written and oral communication skills for conveying information to individuals while working in a customer service-oriented environment. Must complete required DCCCD Professional Development training hours per academic year. Must have excellent communication skills and the ability to interact with diverse internal/external stakeholders and constituents within the DCCCD community network.

Performs other duties as assigned.

Supervise two (2) or more full-time employees.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position.



Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.