



# Trinity Valley Community College

## Job Description

### Assistant Director of Student Financial Aid and Veterans Services

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#### COMMITMENT TO MISSION

This job carries with it the obligation to uphold the Mission of Trinity Valley Community College (TVCC) in carrying out the duties of the position. A commitment to positive interpersonal behaviors, professional communication, diversity, integrity, leadership, stewardship, respect and accountability to TVCC students and employees is essential.

#### **PRIMARY PURPOSE:**

Assist the Director with all responsibilities related to the operation and management of student financial aid operation. Along with the Director is responsible for ensuring the college is in compliance with all state, Federal and other Financial Aid related rules and regulations. Responsible for ensuring compliance with all mandated regulations, and college procedures for the processing of all scholarships. Provide exceptional customer service to all students.

#### **REPORTS TO:**

Director of Student Financial Aid

#### **SUPERVISES:**

Student Financial Aid and Veterans Services Department

#### **EDUCATION AND EXPERIENCE QUALIFICATIONS:**

##### **EDUCATION REQUIRED:**

Bachelor's Degree

##### **PREFERRED:**

Master's Degree

##### **EXPERIENCE REQUIRED:**

Three (3) years' experience in Financial Aid or related field

##### **PREFERRED:**

Five (5) years' experience in financial aid or related field

#### **OTHER LICENSES OR CERTIFICATIONS:**

#### **KNOWLEDGE AND SKILLS REQUIRED:**

- |  |                                      |
|--|--------------------------------------|
| • Typing/Data Entry                                | • Leadership/ Management             |
| • Computer software proficiency – Microsoft Office | • Attention to detail                |
| • Operating equipment – office or otherwise        | • Time management                    |
| • Written and oral communication                   | • Organization                       |
| • Interpersonal and/or customer service skills     | • Federal Regulations and Directives |
| • Public Speaking/Presenting                       | • Operational Systems and procedures |
| • Basic Math                                       | • Budget and accounting principles   |
|  | • Compliance Law                     |
|  | • Administrative practices           |

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required. Job Descriptions may be subject to change.



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##### RESPONSIBILITIES:

- Serves at the lead financial aid administrator in the absence of the Director.
- Assists the Director as needed with annual audits, program reviews, FISAP, IPEDS, FADS, reconciliation, 2<sup>nd</sup> Chance Pell, and other reports as required.
- Responsible for Colleague set up, maintaining, and troubleshooting
- Responsible for special student populations (TDCJ, Dual Credit, BSN)
- Visits TDCJ sites, administer FAFSA, enters, and processes applications.
- Assists the Director in development of streamlining processes, creating policy and procedures based on federal and state regulations as well as institutional policy.
- Processes Professional Judgment requests for students including obtaining appropriate documentation and communication to all parties.
- Determines Satisfactory Academic Progress (SAP) requirements each semester, responsible for communication to students, and assisting Director in reviewing SAP appeals
- Responsible for the Return of Title IV calculations of all CPS students when a student withdraws either officially or unofficially.
- Assists Director with updates of all state and federal regulation changes to ensure processing and ERP system are adjusted to follow all State, Federal, and Institutional Financial Aid rules and regulations.
- Completes all required trainings and participate in Professional Development opportunities.
- Manages the aid administration of the student population. Including but not limited to document collection, budgeting, awarding, verification, and loan certification.
- Assists with conducting on and off campus presentations and workshops for prospective students
- Assist the Director to ensure all processes and procedures are followed in administering all state, and institutional/scholarship programs.
- Assist with processing student federal, state, institutional aid programs, VA, and other applications, as necessary.
- Assist with importing/exporting student files through Colleague and ensuring approved funds are available.
- Assist the Director to ensure TVCC is compliant with all regulatory and administrative requirements for the Title IV federal student aid programs as described in the FSA Handbook.
- Maintains student confidentiality in accordance with FERPA regulations.
- Utilize conflict resolution skill set to disarm disgruntled students and parents helping them understand and identify potential solution to issues.
- Other duties as assigned by appropriate supervisory personnel.

##### SUPERVISOR RESPONSIBILITIES:

- Accomplishes department objectives by supervising staff and organizing and monitoring work processes.
- Maintains staff by recruiting, selecting, orienting, and training employees and developing personal growth opportunities.
- Accomplishes staff job results by coaching, counseling, and disciplining employees.
- Plans, monitors, and appraises job performance annually, and provides constructive feedback and coaching.
- Implements and enforces systems, policies, and procedures.
- Maintains safe and healthy work environment by establishing and enforcing organization standards and adhering to legal regulations.
- Completes operations by developing schedules, assigning and monitoring work, and gathering resources, implementing productivity standards, resolving operations problems, maintaining reference manuals, and implementing new procedures.

All TVCC positions are security sensitive and require a criminal background check.



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- Controls expenses by gathering and submitting budget information, scheduling expenditures, monitoring variances, and implementing corrective actions.
- Ensure quality and customer service standards are adhered to as a department.
- Contributes to team effort by accomplishing related results as needed.
- Setting goals for performance and deadlines in ways that comply with the college's plans and vision
- Organizing workflow and ensuring that employees understand their duties or delegated tasks

#### WORKING CONDITIONS:

##### TOOLS/EQUIPMENT USED:

- Standard office equipment
- Personal computer and peripherals
- Calculator
- Multi-line phone system
- Copier
- Cellular Phone
- Instructional Equipment
- Fax machine

##### PHYSICAL DEMANDS:

- Requires: Balancing, Standing, Walking , Lifting, Fingering, Grasping, Feeling, Talking, Hearing, Seeing, Repetitive Motions, Sedentary Work, Computer Work
- Subject to: Reaching , Pushing
- May need: Climbing, Stooping, Crouching, Pulling, Light work
- Occasionally need to: Kneeling

##### MENTAL DEMANDS:

- Environmental: Less than 25% of the time
- Emotional control under stress: 25-50% of the time
- Frequent interruptions: 25-50% of the time

##### OTHER DEMANDS:

None

*The above job description has been reviewed with the employee. It was explained that all questions concerning duties, responsibilities, working conditions, hours, etc., should be directed to the immediate supervisor.*

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

Approved: 7/18/01

Revised: 9/29/2021

<b>Classification:</b>	Staff	<b>Coordinating/Non-Coordinating:</b>	C
<b>FLSA Status:</b>	Exempt	<b>TVCC Job Code:</b>	1243A
<b>DBM:</b>	C	<b>Travel Required:</b>	More than 50% of the time
<b>IPDEDS/SOC CODE:</b>	11-3031	<b>Employment Status:</b>	Full-Time
<b>BLS SOC #:</b>	200	<b>Length:</b>	12 Months
<b>FUND:</b>	001	<b>TRS POS. CODE</b>	TRS 01

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