

JOB INFORMATION

Effective Date	10/21/2021
Job Code:	2275
Job Title:	Executive Director, Financial Aid
Salary Grade/Structure:	080 - Admin-Professional
Career Level Name:	
FLSA Name:	Exempt
EEO Code:	10-Exec, Admin, Mgmt
Job Function:	Enrollment Management
Job Family:	Financial Aid
Job Summary	The Executive Director, Financial Aid is responsible for administration, management, and leadership of a comprehensive financial aid, scholarship program of approximately \$40 Million in federal, state, private, and local funds. The Executive Director is responsible for interpretation, compliance, and fiscal overview of all programs and management of all office automated systems, and the supervision and training of all staff members. The Executive Director has a strong customer service orientation and provides education and information to on- and off-campus populations concerning the financial aid and scholarship processes. The Executive Director collaborates with other offices to develop and implement financial aid policy and provide seamless and effective admissions, registration, financial aid, scholarship, payment and other related services. The Executive Director also leverages financial aid packaging to achieve enrollment management goals

COMPETENCIES

Competencies

Please refer to the [UHCL Human Resources webpage](#) for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/Preferred	
Master's Degree		Required	
Master's Degree	preferably in higher ed., student development, business, or related field	Preferred	

Work Experience

Experience	Experience Details	Required/Preferred	
Considerable	Minimum of five years of experience in a college/university financial aid office.	Required	
Less than 3 yrs	Minimum of three years of supervisory experience.	Required	
Less than 3 yrs	Two years of supervisory experience in a college/university financial aid office.	Preferred	

Work Experience

Experience	Experience Details	Required/Preferred	
Less than 3 yrs	Experience in a Texas public college/university setting.	Preferred	
Less than 3 yrs	PeopleSoft experience. Experience in Financial Aid packaging to achieve strategic enrollment management goals.	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Preferred	
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Knowledge, Skills and Abilities

KSAs	Proficiency
<ul style="list-style-type: none"> Knowledge of and successful working experience implementing and monitoring federal and state regulations (preferably in Texas) relating to financial aid. 	Skilled
<ul style="list-style-type: none"> Record of achievement in the development and implementation of financial aid policies. 	Skilled
<ul style="list-style-type: none"> Strong supervisory skills of monitoring work flow, evaluating job performance, motivating staff, giving positive feedback and constructive criticism. 	Skilled
<ul style="list-style-type: none"> Demonstrated organizational and leadership skills. 	Skilled
<ul style="list-style-type: none"> Strong interpersonal, collaborative, customer service, and team building skills. 	Skilled
<ul style="list-style-type: none"> Basic computer skills of word processing, spreadsheets, and databases. Experience with utilizing and enhancing large information management systems, preferably PeopleSoft. 	Skilled
<ul style="list-style-type: none"> Familiarity with current enrollment-related financial aid research and policy issues and knowledge of recruitment and retention theory and practice. 	Skilled

JOB RESPONSIBILITIES

- Campus Security Authority
- Remote Work Capable

Essential Functions

Essential Function	% TIME
<ul style="list-style-type: none"> Hires, trains, supervises, and evaluates staff members in the Office of Financial Aid and Office of Academic Records. Meets group on a regular basis to develop teamwork and consults with individuals regarding their respective areas. 	15%
<ul style="list-style-type: none"> Coordinates preparation of fiscal/enrollment/academic reporting with University administrators, state and federal agencies, and private lenders for all reports and audits to meet required deadlines and to ensure compliance with all governmental and institutional policies. 	5%
<ul style="list-style-type: none"> Provides education and information to on- and off-campus populations concerning financial aid, scholarship, registration, and veteran's affairs processes. Meets with students to resolve conflicts, consider appeals, and determine satisfactory academic progress. 	15%
<ul style="list-style-type: none"> Delegates tasks and monitors work flow to ensure timely and accurate processing of enrollment and financial aid processing. Involves staff in continuous process improvement. 	15%
<ul style="list-style-type: none"> Collaborates with other offices to develop and implement UHCL financial aid/registration/records policy in accordance with federal and state regulations and to provide a seamless and effective admissions, registration, financial aid, scholarship, payment and other related services to students. 	10%
<ul style="list-style-type: none"> Engages in strategic planning by setting short and long term goals of the office, establishes policies and procedures, assesses effectiveness of services, and plans and administers the departments' annual operating budget. Uses financial aid leveraging to achieve enrollment management goals. 	10%
<ul style="list-style-type: none"> Works with UHS PeopleSoft, University Computing and external providers to implement, maintain, upgrade and enhance the computer system including information systems and software 	10%

Essential Functions

Essential Function	% TIME
packages to enhance customer service, record-keeping, and resource efficiency within the department.	
<ul style="list-style-type: none"> Attends financial aid, veteran's affairs, registrar, and scholarship conferences and workshops, reads professional literature, and participates in professional organizations to keep current regarding financial aid and records/registration issues. Informs staff and University of current issues/changes. 	10%
<ul style="list-style-type: none"> Attends financial aid and scholarship conferences and workshops, reads professional literature, and participates in professional organizations to keep current regarding financial aid and to inform staff and University of current issues/changes. 	10%
<ul style="list-style-type: none"> Performs all other duties as assigned. 	5%

PRE-EMPLOYMENT

MVR:	No
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing						
Walking						
Sitting						
Lifting						
Carrying						
Pushing						
Pulling						
Climbing						
Balancing						
Stooping						
Kneeling						
Crouching						
Crawling						
Reaching						
Handling						
Grasping						
Feeling						
Talking						
Hearing						
Repetitive Motions						
Eye/Hand/Foot Coordination						

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold					
Extreme heat					
Humid					
Wet					
Noise					
Hazards					
Temperature Change					
Atmospheric Conditions					
Vibration					

Travel Requirements

Estimated Amount	Brief Description