Carrington College

**Job Description**

# Job Title: Assistant Director of Financial Services

**Department: Financial Services**

**Reports To: Campus Director**

**Classification: Full-time, Exempt**

**Summary:**  The Assistant Director of Financial Services leads and manages the campus Financial Services department. The Assistant Director of Financial Services is responsible for hiring, training, managing, and developing the Financial Services employees to ensure all prospective and active students receive timely, accurate, compliant, and overall excellent customer service. The Assistant Director of Financial Services is responsible to ensure required metrics are met and daily activity levels are achieved within the department. The Assistant Director of Financial Services maintains a student portfolio to ensure support levels are maintained and provides the Campus Director support in researching complaints and offering solutions for complaint resolution.

**Essential Duties and Responsibilities:**

**Essential Functions:**

* Provides leadership, ongoing training, development, and performance management of all Financial Services team members ensuring a high level of customer service and performance.
* Assigns individual goals for each Financial Service Advisor; conducts weekly meetings to provide support, coaching and training around performance goals to assist with development and improve overall performance.
* Manages all campus processes for maximum efficiency to meet or exceed team goals
* Performs monthly formal observations of Financial Services Advisors to assist with coaching and development.
* Provides one on one and team trainings and collaborates with Regional Director of Financial Services and Campus Director on larger areas of opportunity.
* Maintains appropriate staffing levels
* Responsible for a student portfolio to provide overviews of the Financial Aid process, eligibility, and programs available, create financial estimates and ensure all documents required are collected timely and awards are processed.
* Responsible to monitor Financial Services reports and lead action plans for any areas of focus.
* Audit student files periodically for accuracy and completeness to determine areas of opportunity and provide training as needed.
* Prepares and conducts performance evaluations for Financial Services employees.
* Enhance the financial literacy of our students and graduates to ensure financial responsibility and professional success.
* Attends various meetings to support the Financial Services department
* Establish and maintain cooperative and effective working relationships with colleagues and leaders across the College.
* Uphold Title IV, state, military, VA and institutional knowledge and compliance.
* Excellent interpersonal skills and a commitment to provide outstanding customer support services while achieving or exceeding performance goals.
* Ensures timely response to requests and directives
* Performs other duties as assigned

**Supervisory Responsibilities:** This position has direct supervisory responsibilities.

**Competency:** To perform the job successfully, an individual should demonstrate the following competencies:

**Core Competencies:**

Integrity and Ethics - Demonstrates personal integrity; serves as a positive example of why others should trust the motives of the organization; views self as a reflection of the organization by following through on commitments and accepting ownership of mistakes; treats people with respect; keeps commitments; inspires the trust of others and upholds organizational values.

Professionalism – Approaches other 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; follow through on commitments.

Adaptability – Responds to change with a willingness and ability to learn new ways of working. Adapts approach and demeanor in real time to match the shifting demands of different situations.

Organization Support – Supports the organization’s goals and values. Is keenly aware of the time frame in which tasks or projects needs to be done; accepts and mirrors the level of urgency conveyed by the manager or customer being served; puts priority on the needs of the organization or the needs of its customers. Fosters collaboration and teamwork across the Institution.

Communication – Develops and delivers communication that conveys a clear understanding of the unique needs of different audiences. Listens to others and allows them to make their point.

**Job Competencies:**

Customer Focus – Personally, demonstrates that external or internal customers are a high priority. Identifies and understands customer needs and impresses customers with exceptional service.

Delivers Results - Consistently achieves results within established timelines and shows resilience when faced with obstacles.

Quality of Work- Establishes a track record of producing work that is highly accurate, demonstrates attention to detail, and reflects well on the organization; is personally committed to high quality work and encourages others to have similar standards.

Leadership - Inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts and provides feedback from others; gives appropriate recognition to others; able to build morale and group commitment to goals and objectives.

Training and Development - Ensures staff members get receive orientation, training and development opportunities to maximize success in their assignments; views training and development as an investment in employees and uses mentoring, cross-functional assignments, job rotation or other on-the-job learning opportunities to enhance the depth and breadth of skills and experience; encourages self-development opportunities.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Bachelor's degree from an accredited institution of higher education is preferred and three to five years of financial aid administration experience including Title IV aid programs or the equivalent, preferably in a vocational setting.

Language Skills – Ability to read and interpret documents such as handbooks and government policies regarding financial aid; ability to write routine reports and correspondences; ability to speak effectively in a one-on-one situation or before groups of students and employees of the organization.

Mathematical Skills – Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals; ability to compute rate, ratio and percent and to draw and interpret bar graphs.

Reasoning Ability – Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form; ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, Access, and Outlook; and master proprietary software used to maintain students records.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; talk and hear. The employee is frequently required to walk and reach with hands and arms. The employee is occasionally required to stand; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.