



WEST VIRGINIA STATE UNIVERSITY

Associate Director of Financial Aid Office of Student Financial Aid

West Virginia State University

Founded in 1891, West Virginia State University (WVSU) is a public-land grant institution, which was originally founded as a historically black university, but which has evolved into a fully accessible, racially integrated and multi-generational institution serving approximately 3,514 students. The University is a community of students, staff, and faculty committed to academic growth, service and preservation of the racial and cultural diversity of the institution. WVSU offers 23 undergraduate and six graduate degrees through its four colleges. WVSU competes in athletics at the NCAA Division II level in five men's sports and five women's sports. WVSU is located in Institute, WV, a suburb of Charleston, the largest city and the capital of West Virginia. With more than 300,000 people living in the metropolitan area, it is an active, exciting and engaging community, boasting cultural and historical events, music, festivals and entertainment.

Position Description

The Associate Director of Financial Aid will assist in the administration of federal, State, and institutional aid, ensuring institutional compliance with all associated guidelines. The individual will also coordinate the origination, disbursement, and reconciliation of State, federal, and alternative student loans. This individual will also assist in resolving complex financial aid issues, use professional judgment when appropriate, and perform in-depth data analysis to execute efficient business processes. The Associate Director will be a leader and identify methods to improve practices, processes, and service from a student, staff and institutional perspective. This position is entrusted with decision-making responsibilities for the office in collaboration with and in the absence of the Director. Reporting to the Director of Financial Aid, this position will involve significant interaction and collaboration with all Financial Aid staff, as well as various other departments. The Associate Director must have strong analytical skills, be detail-oriented and assume a high level of responsibility and initiative.

This is a non-classified, non-essential, FLSA exempt, full-time, benefits eligible position.

Position Responsibilities for the Associate Director of Financial Aid

- Oversee COD and Banner comparison reconciliation. Retrieve the weekly COD and Banner report to troubleshoot and resolve discrepancies.
- Oversee the reconciliation of Pell and Federal Direct Loans.

- Retrieve and review daily COD Error report and rectify any issues that inhibit the origination of Pell and Federal Direct Loan awards in COD.
- Supervise the administration of all WVSU Foundation Scholarships in cooperation with the Scholarship Coordinator. This entails adjusting financial aid awards, recouping applied funds, and monitoring yearly budgets.
- Administer and certify alternative private loans via ELM interface. Serve as liaison between student and loan servicer to resolve issues with private student loans.
- Maintain current knowledge of federal, state, and institutional regulations and guidelines that may impact financial aid processing.
- Assist the Director of Student Financial Aid with completion of the annual FISAP, West Virginia State Audit, and IPEDS.
- Serve as a liaison between IT Department and Financial Aid staff to remedy technological issues that impact daily processes.
- Responsible for working with Information Technology staff in development of efficiency improvement projects.
- Monitor the Attendance Tracker to ensure the institution is in compliance and eligible to administer Title IV aid.
- Supervise and train Financial Aid Counselors.
- Participate in Financial Aid staff meetings, trainings, student workshops, and events.
- Serve on both internal and external committees as needed; Participate in professional organizations as it relates to financial aid.
- Execute financial literacy outreach activities.
- Act in the absence of the Financial Aid Director; assist as needed.
- Perform other job-related duties as assigned.

Requirements for the Associate Director Financial Aid

- Bachelor's degree in Business Administration or a related field is required.
- A minimum of two years related experience in Financial Aid. Additional years of qualifying experience may be substituted for the required education on a year for year basis.
- Familiarity with student information systems and customer relations management systems and databases (e.g. Banner, EMAS, People Soft); NSLDS, EDconnect and COD.
- In depth understanding of higher education administration.
- Demonstrated ability to work in accordance of policies, procedures, and federal and state regulations.
- Demonstrated ability to manage and prioritize tasks; possess excellent time management and organizational skills and complete high volume workloads and work independently in a fast-paced environment.
- Excellent verbal, listening and written communication skills. Ability to conduct presentations.

Salary Statement

Salary commensurate with qualifications and experience; however, this position is a pay-grade 7. The annual salary range for a pay-grade 7 is \$45,700.00 - \$73,100.00.

To Apply

Candidates should submit their application materials by July 12, 2019. Review of application materials will commence until the position is filled. Candidates are required to submit a cover letter, resume, unofficial transcript, and three professional references (name, title, address, telephone number, and e-mail address). Please submit application materials via email in PDF (preferred) or Word to: **hr@wvstateu.edu** or mail to:

West Virginia State University
Department of Human Resources
P. O. Box 1000, 105 Cole Complex
Institute, WV 25112

Contact

For further information regarding application procedures, you may contact Human Resources at (304) 766-3156 and/or hr@wvstateu.edu.

West Virginia State University conducts criminal background checks on all job candidates upon acceptance of a contingent offer.

West Virginia State University is an Equal Opportunity / Affirmative Action Institution and is committed to equal opportunities without regard to race, color, age, sex, sexual orientation, gender, gender identity or expression, national origin, religion, creed, genetic information & testing, family & medical leave, pregnancy, and Veterans and individuals with disabilities. We encourage all qualified women, minorities, protected Veterans and individuals with disabilities to apply for employment at West Virginia State University.