



WEST VIRGINIA STATE UNIVERSITY

Associate Director of Student Financial Aid and Scholarships

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 six 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 is a critical leadership role within the Office of Student Financial Aid in the Division of Enrollment Management. The incumbent serves as second in command of the day to day operations for the office. In that capacity, the expectation is that the associate director manages the administration of Federal, State, and Institutional aid and ensures institutional compliance with all associated guidelines. In addition, the individual will coordinate the origination, disbursement, and reconciliation of State, Federal, and Alternative student loans. Leading the resolution of complex financial aid issues through the use of professional judgment when appropriate and perform in-depth data analysis to execute efficient business processes is a required competency. Beyond the day to day management of the office and complete knowledge of all compliance expectations and remaining constantly engaged with new and modified rules and/or regulations, the associate director is a data informed manager who demonstrates the ability to interpret and analyze critical data sets to establish operational objectives around efficiency and student services. The associate director will work closely with Admissions, University Registrar, and others across divisions to enhance valuable partnerships and leverage the effective utilization of human, fiscal, and technological resources in support of students' needs and demand. 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 Student Financial Aid and Scholarships, this position will involve significant interaction and

collaboration with all Financial Aid staff. This position sits on the leadership team of the Division of Enrollment Management.

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.
- Oversee the College Work Study Program Management.
- Maintain current knowledge of federal, state, and institutional regulations and guidelines that may impact financial aid processing.
- Assist the Director with the completion of the annual FISAP and IPEDS reports, and the annual West Virginia State Audit.
- 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.
- Guide outreach to new, prospective, and continuing students.
- 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

1. Bachelor's degree in Business Administration, Communications, or related field is required
2. A minimum of two years related experience in Financial Aid.
3. Familiarity with student information systems and customer relations management systems and databases (e.g. Banner, EMAS, People Soft); NSLDS, EDconnect and COD.
4. In depth understanding of higher education administration.
5. Demonstrated ability to work in accordance of policies, procedures, and federal and state regulations.

6. 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.
7. Excellent verbal, listening and written communication skills. Ability to conduct presentations.

Salary Statement

\$45,700.00- \$73,100.00 commensurate with experience

To Apply

This position will remain open until filled. However, first consideration will be given to applicants who submit a resume, cover letter, academic transcripts, and the names and email addresses or phone numbers of three professional references. by **September 10, 2021**. All requested information must be submitted for your application to be considered. Please email to jobs@wvstateu.edu or mail to the address below:

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

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.