

Associate Director of Financial Aid
Worcester Polytechnic Institute

Direct Link: <https://www.AcademicKeys.com/r?job=233555>

Downloaded On: May. 9, 2024 4:40am

Posted Mar. 27, 2024, set to expire Jul. 4, 2024

Job Title Associate Director of Financial Aid
Department Financial Aid
Institution Worcester Polytechnic Institute
Worcester, Massachusetts

Date Posted Mar. 27, 2024

Application Deadline Open until filled
Position Start Date Available immediately

Job Categories Associate/Assistant Director

Academic Field(s) Admissions/Financial Aid

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Job Description

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JOB TITLE

Associate Director of Financial Aid

LOCATION

Worcester

DEPARTMENT NAME

Financial Aid

DIVISION NAME

Worcester Polytechnic Institute - WPI

JOB DESCRIPTION SUMMARY

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Supervise and manage the assistant directors, overseeing the student aid packaging process and ensuring excellence in customer service to all internal and external constituents. Process financial aid applications for all entering and renewal applicants; assess eligibility for financial aid; assist in administering federal, state and institutional aid to students and families; maintain communications with other departments on and off campus; participate in professional organizations and counsel students and families. Oversight of state and federal aid programs through the assistant director team.

WPI is passionate about creating an inclusive workplace that promotes and values diversity. We are looking for candidates who can support our commitment to equity, diversity and inclusion.

JOB DESCRIPTION

Essential Functions:

Supervise and manage the assistant directors by:

- Delivering timely and relevant feedback to employees regarding their performance.
- Maintaining weekly schedule for the counselor of the day duties.
- Train the assistant directors on all financial aid packaging.
- Responsible for the assistant director's accuracy and efficiency of financial aid packaging and state and federal aid programs.
- Providing or coordinating appropriate training and professional development opportunities to all staff.
- Working with individual employees to set annual goals through the performance review process.
- Ensuring excellence in customer service to all internal and external constituents.

Identifying and monitoring trends in the financial aid and consumer financial protection regulatory environment, assessing their impact, and keeping stakeholders informed.

- Stays abreast of federal and state student financial aid legislation, regulations and sub regulatory guidance.
- Keeps assistant directors updated.

Managing the process of periodic reporting of enrollment changes for students (graduating students, reduced course load, non-returnees, etc.) by:

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- Counseling students and families on the implications of LOA's and withdrawals from a financial aid perspective.
- Adjusting aid funds as needed based on type of enrollment change.

Assist with packaging both incoming and current students by:

- Evaluating and packaging all first year applicants for financial aid eligibility using CSS Profile data.
- Evaluating and packaging all upper-level students for financial aid eligibility.
- Assist assistant directors with packaging
- Advise students and parents. as well as on/off campus constituencies about financial aid opportunities, procedures, policies and eligibility for a variety of aid programs.

Assist with the disbursement error report to ensure that all funds are being properly disbursed from PowerFAIDS to Workday in a timely and accurate manner by:

- Reviewing report on a regular basis to identify potential issues.
- Collaborating with divisional counterparts to take corrective action on issues.

Supports and actively participates in the college's major initiatives for process improvement in financial aid and student services by:

- Assisting with educating campus collaborators and partners on financial aid.
- Working collaboratively with other departments on retention efforts and process improvement in order to improve the student experience at WPI.

Assists Executive Director and Undergraduate Enrollment division with execution of financial aid strategies within the framework of federal and state regulations, that are consistent with the enrollment management objectives of the College by:

- Staying informed and current on both federal and state aid and higher education regulations.
- Being a contributing member of both the departmental leadership team and the divisional leadership advisory group.

Performs all other duties and responsibilities as assigned or directed by the supervisor.

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Requirements:

- Bachelor's degree. Preferred Graduate Degree
- 5-7 years of Financial Aid experience preferred
- Possess excellent interpersonal and customer service skills with the ability to communicate effectively and positively with a diverse population both verbally and in writing
- Ability to use sound judgment when communication with students, parents, colleagues and external agencies.
- Demonstrated ability to work well in a team environment as well as independently
- Possess a comfort level with software applications and ability to quickly adapt to new technologies
- Exhibits ability and willingness to contribute to an enthusiastic, positive work environment
- As appropriate, demonstrate ability to mentor/train more junior staff
- Experience is strongly preferred. Management of student assistance awards and familiarity with financial aid computer software systems preferably PowerFAIDs.
- Proficient in all Microsoft Office Applications
- Must be able and willing to work overtime during peak times, especially during the file review periods.
- Willing to work at WPI events during non-business hours.

Salary: \$58,500 - \$72,000. WPI's [benefits package](#) includes a robust retirement match, wellness perks, tuition assistance and more!

This position is hybrid requiring two days remote, three days on campus. Hours of work: 8:00 am - 5:00 pm, Monday - Friday. Position is an exempt staff position which requires a minimum of 40 hours per week.

FLSA STATUS

United States of America (Exempt)

WPI is an Equal Opportunity Employer that actively seeks to increase the diversity of its workplace. All qualified candidates will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability. It seeks individuals with diverse backgrounds and experiences who will contribute to a culture of creativity, collaboration, inclusion, problem solving, innovation, high performance, and change making. It is committed to maintaining a campus environment free of harassment and discrimination.

To apply, visit:

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https://wpi.wd5.myworkdayjobs.com/en-US/WPI_External_Career_Site/job/Worcester/Associate-Director-of-Financial-Aid_R0002744

About WPI

WPI is a vibrant, active, and diverse community of extraordinary students, world-renowned faculty, and state of the art research facilities. At WPI, we have competitive and comprehensive benefits, including health insurance, long-term care, retirement, tuition assistance, flexible spending accounts, work-life balance and much more.

Diversity & Inclusion at WPI

WPI is committed to creating an inclusive workplace where everyone feels valued and respected; a place where every student, faculty and staff member can be themselves, so that they can study, live, and work comfortably, to reach their full potential, and make meaningful contributions in order to meet departmental and institutional goals. WPI thrives on innovative practice and welcomes diverse perspectives, insight, and people from diverse lived experiences, to enhance the community environment and propel the institution to the next level in a competitive, global marketplace.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A

Worcester Polytechnic Institute

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