

Associate Director of Financial Aid Operations  
University of San Francisco

Direct Link: <https://www.AcademicKeys.com/r?job=142796>

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Posted Jun. 8, 2020, removed Sep. 26, 2020

<b>Job Title</b>	Associate Director of Financial Aid Operations
<b>Department</b>	
<b>Institution</b>	University of San Francisco San Francisco, California
<b>Date Posted</b>	Jun. 8, 2020
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Associate/Assistant Director
<b>Academic Field(s)</b>	Admissions/Financial Aid
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**Job Description**

Associate Director of Financial Aid Operations

University of San Francisco

R0002892

USF Hilltop Campus

Job Title:

Associate Director of Financial Aid Operations

Job Summary:

The University of San Francisco is seeking a dynamic, experienced Associate Director for Financial Aid

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Operations in the Financial Aid Office to perform a wide range of managerial functions. Duties will include oversight of client services including federal and private loan processing, verification, graduate scholarship administration and financial aid issues serving as the campus liaison for the University's other locations and veteran or other non-traditional populations.

The Associate Director will provide oversight and strategic direction for the Financial Aid Office processing operations. They will be responsible for building a strong, integrated service approach to ensure accurate and timely processing of financial aid funds, responses to customer inquiries with regard to student accounts, financial aid, and enrollment information; managing the delivery of information and integrated customer service to a diverse client base comprised of current and prospective undergraduate, graduate, and professional students and their families; ensuring a consistent and high level customer service experience across all service points (in person, phone, email); and ensure that staff are knowledgeable about and competent in delivering policies, procedures, practices, products, and services.

Full Job Description:

Key Responsibilities:

- \* Provide leadership and direction to the financial aid processing team; set short- and long-term goals for the team and motivate staff to achieve them.
- \* Ensure timely processing of verification cases working with staff to ensure knowledge, accuracy and efficiency; coordinating caseloads amongst staff.
- \* Ensure timely loan processing of federal, PLUS and private loans working with staff to ensure knowledge, accuracy and efficiency; coordinating caseloads amongst staff.
- \* Ensure timely processing of graduate level scholarships working with staff to ensure knowledge, accuracy and efficiency; coordinating communication amongst staff, students and graduate school administrators.
- \* Provide excellent customer service through the use of the queuing system and correspondence through e-mail, phone calls, and face-to-face interactions with students, parents, faculty, staff, and other university stakeholders.
- \* Provide leadership to the SEM wide Veteran Enrollment Services team; serves as primary contact for VA students and campus constituents.
- \* Provide seamless transfers for students needing assistance in other areas within the Strategic Enrollment Management or elsewhere within the University.
- \* Assist with the development and implementation of financial aid counseling strategies to increase enrollment, retention, and graduation rates across the institution.
- \* Work with SEM communications team to plan for new year award cycle, setting up the new award letter materials and continuing student communications.

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- \* Represent the Office of Financial Aid at divisional and college-wide meetings and committees as requested.
- \* Develop and maintain a financial aid calendar documenting important processing deadlines combined with important communication dates for the Office of Financial Aid.
- \* Serve as the liaison to other departments including Admissions, Graduate Enrollment Services and SEM Communications.
- \* Provide a team approach to staff training and execution of financial aid awarding, reconciliation, and delivery to students.
- \* Model inclusive excellence through specific actions that support the University's diversity goals in recruitment, hiring and retention of talented and diverse staff.
- \* Assist the Director with other projects as needed.

### Minimum Qualifications:

- \* Bachelor's degree from a college or University accredited by a US Department of Education or internationally recognized accrediting organization.
- \* Master's degree desired, but not required.
- \* Five or more years of experience in financial aid administration in a comprehensive university or college environment with a demonstrated progression of managerial responsibility.
- \* Thorough knowledge of federal and state regulations pertaining to financial aid.
- \* Demonstrated in-depth knowledge of federal, state and institutional financial aid programs, to ensure compliance with policies, legislations and regulations.
- \* Ability to work with a diverse student/staff population engage in conflict resolution, coordination of interdepartmental projects, deal with outside agencies and auditors.
- \* Knowledge of operational processes and procedures, work and task flow for area to support the processing team when needed.
- \* Knowledge of federal, state and institutional financial aid.
- \* Possess a comprehensive knowledge of Banner integrated student information systems.
- \* Excellent communication skills; ability to effectively communicate information in a clear and understandable manner verbally and in writing.
- \* Ability to work with a high level of productivity and accuracy/attention to detail.
- \* Excellent organizational and time management skills.
- \* Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
- \* Ability to adapt to and work effectively in a heavily bureaucratic environment which requires regular interaction with a number of levels within the organization.
- \* Working knowledge, or ability to quickly learn, university infrastructure, policies, and procedures.



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### Preferred Qualifications:

- \* Advanced degree.
- \* Working knowledge of Banner.
- \* Working knowledge of Nextgen Scholarship Manager.
- \* Experience working in a unionized environment.

Physical Requirements: Sedentary work. Exerting up to 10 to 15 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Stooping. Bending body downward and forward.

Working Conditions: Office and remote location working environment. Some evening and weekend hours may be required during peak times.

Travel: May require travel to other USF locations and admission yield events occasionally.

### Full-Time/Part-Time:

Full time

### Pay Rate:

Salary

To apply, visit [\[url=https://apptrkr.com/1926550\]](https://apptrkr.com/1926550)[https://usfca.wd5.myworkdayjobs.com/en-US/USF\\_Staff/job/USF-Hilltop-Campus/Associate-Director-of-Financial-Aid-Operations\\_R0002892](https://usfca.wd5.myworkdayjobs.com/en-US/USF_Staff/job/USF-Hilltop-Campus/Associate-Director-of-Financial-Aid-Operations_R0002892).

The University of San Francisco is located in the heart of one of the worlds most innovative and diverse cities, and is home to a vibrant academic community of students and faculty who achieve excellence in their fields. Its diverse student body enjoys direct access to faculty, small classes and outstanding opportunities in the city itself. USF is San Francisco's first university, and its Jesuit Catholic mission helps ignite a students passion for social justice and a desire to Change the World From Here. For more information, visit <http://www.usfca.edu>.

### Contact Information

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

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**Contact**

N/A

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