

Director of Financial Aid (4528U), Haas School of
Business 15755
University of California, Berkeley

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Posted Feb. 28, 2021, set to expire Jun. 26, 2021

Job Title	Director of Financial Aid (4528U), Haas School of Business 15755
Department	
Institution	University of California, Berkeley Berkeley, California
Date Posted	Feb. 28, 2021
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Director/Manager
Academic Field(s)	Admissions/Financial Aid
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Job Description

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About Berkeley

At the University of California, Berkeley, we are committed to creating a community that fosters equity of experience and opportunity, and ensures that students, faculty, and staff of all backgrounds feel safe, welcome and included. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

The University of California, Berkeley, is one of the world's leading institutions of higher education, distinguished by its combination of internationally recognized academic and research excellence; the transformative opportunity it provides to a large and diverse student body; its public mission and commitment to equity and social justice; and its roots in the California experience, animated by such values as innovation, questioning the status quo, and respect for the environment and nature. Since its

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founding in 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world.

We are looking for equity-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. When you join the team at Berkeley, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, staff, students and community partners. In deciding whether to apply for a position at Berkeley, you are strongly encouraged to consider whether your values align with our [\[url=https://apptrkr.com/get_redirect.php?id=2168013&targetURL=https://strategicplan.berkeley.edu/guiding-values-and-principles/\]](https://apptrkr.com/get_redirect.php?id=2168013&targetURL=https://strategicplan.berkeley.edu/guiding-values-and-principles/)Guiding Values and Principles, our [\[url=https://apptrkr.com/get_redirect.php?id=2168013&targetURL=https://diversity.berkeley.edu/principles-community\]](https://apptrkr.com/get_redirect.php?id=2168013&targetURL=https://diversity.berkeley.edu/principles-community)Principles of Community, and [\[url=https://apptrkr.com/get_redirect.php?id=2168013&targetURL=https://strategicplan.berkeley.edu/our-strategic-plan\]](https://apptrkr.com/get_redirect.php?id=2168013&targetURL=https://strategicplan.berkeley.edu/our-strategic-plan)our Strategic Plan[\[url=https://apptrkr.com/get_redirect.php?id=2168013&targetURL=https://strategicplan.berkeley.edu\]](https://apptrkr.com/get_redirect.php?id=2168013&targetURL=https://strategicplan.berkeley.edu).

Application Review Date

The First Review Date for this job is: March 10, 2021

Departmental Overview

UC Berkeley's Haas School of Business offers a unique opportunity to champion new ideas, collaborate across boundaries, and continually learn in a workplace committed to increasing diversity and creating a welcoming environment for all. Our distinctive culture is captured within our four Defining Leadership Principles: Question the Status Quo, Confidence Without Attitude, Students Always, and Beyond Yourself. These principles distinguish Berkeley Haas as a unique environment, conducive to teamwork, collaboration, and career growth.

For more information about the Haas School of Business visit:

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The Haas Financial Aid Office administers approximately \$15 million dollars in private loans funds, \$15 million dollars in Federal Loan funds, and \$35 million dollars in institutional scholarships. The Director of Financial Aid works closely with the UC Berkeley Financial Aid and Scholarships Office in the design, planning, and administration of financial aid programs and the delivery of financial services to

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students enrolled in the Haas School of Business degree programs.

Key highlights of the role:

- * Take initiative in multiple arenas, including liaison to campus partners, main negotiator for risk-share loan Agreements for international students, school representative for UC-wide Preferred Lender List, triage of billing and program office inquiries, and new initiatives.
- * Manage over 1,500 scholarship applications from four different graduate programs, ensure availability of loan funding for all graduate students, and assist other degree programs/offices (e.g., PhD program, undergraduate office, centers and institutes with ad hoc award, prizes, or reimbursement disbursement). Provides complex technical support in developing program-specific private loan options and managing distribution of program-specific scholarships and grants budget.
- * Work closely with Haas School Development Office to support structure of endowed scholarship funds and to evaluate options for donor-supported financial aid.

Responsibilities

The Director of Financial aid at the Haas School Business works to ensure that prospective, admitted, and current students, as well as alumni, receive exemplary customer service. In support of these efforts, the role requires applying advanced, specialized expertise, has programmatic responsibility for financial aid programs, and/or regularly resolves individual, complex financial aid situations.

- * Co-chairs department committees or provides advanced expertise to plan and coordinate policy and procedure changes.
- * Weekly student information system strategy and management meeting.
- * Weekly self-supporting degree program meetings.
- * Participates in various strategic committees such as the Diversity Equity, and Inclusion Action Plan.
- * Develops new, or makes changes to existing, financial aid forms and work-flow routing. Creates annual processing schedule.
- * Directly leads improvements to admit and student scholarship application, Loan Repayment Assistance Program application, and selection process for each with a primary focus on the student experience.
- * Works with Haas Technology Support team to implement changes.

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- * Coordinates, implements, evaluates, and reports on very complex, specialized government, agency, University, or donor aid programs.
- * Supports Department of Alumni Relations in donor stewardship efforts.
- * Responsible for providing annual Risk-Share report.
- * Coordinates with admissions team to provide reports to Haas Management.

- * Works with internal and external organizations to develop program policies and coordinate procedures. Interprets regulations, and develops or recommends procedures to ensure compliance and accurate aid delivery.
- * Participates in MBA program lifecycle meetings.
- * Coordinate with various programs, departments and centers in the application of department awards.
- * Negotiate and secure loan options for all student populations.

- * Serves as expert resource on specialized programs and related regulations and policies.

- * Self-supporting programs.
- * Borrower-based academic year programs.
- * Less than half-time programs.

- * Provides training on programs to department staff.

- * Supervises staff of 2-3
- * Plans annual retreat.
- * Sets priorities.
- * Conducts quarterly Achieve Together reviews, setting goals for individuals to meet the goals of the team.

- * Manages yield and retention activities for targeted student groups.

- * Collaborates on scholarship procedure and policy with MBA admissions teams.
- * Manage scholarship budget for admitted student scholarships.

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- * Reports on the yield of MBA admitted student scholarships.

- * Determines goals and objectives. Recommends new or changes to existing program policies.

- * Collaborates & communicates with program offices regarding financial aid policy.
- * Collaborates with Department of Alumni Relations regarding scholarship procedure and policy.
- * Ensures the Office Policy and Procedure Manual is accurate.

- * Identifies and implements database elements, queries, and reports needed to monitor complex programs. Analyzes reports to resolve programming errors.

- * This often includes billing issues as we are a first point of contact for Haas graduate students.
- * Use queries to report on student loan indebtedness.
- * Use queries to monitor admitted student scholarships.

- * Provides individual counseling on and recommends resolution of extremely sensitive, specialized and / or complex issues. Exercises professional judgment to authorize exceptions to policies, changes in financial aid awards or additional funding.

- * Assist team with drop-in and phones as needed.
- * Counsels students on escalated issues.
- * Coordinates with Financial Aid and Scholarships Office when looking to exercise professional judgment on Cost of Attendance Adjustment Requests and Satisfactory Academic progress issues.

- * Performs needs analysis, assesses eligibility, and exercises professional judgment to determine the allocation of aid awards under complex, specialized regulations or for escalated cases. Recommends packaging policies and strategies for allocation of awards to groups of students.

- * Administers need analysis for Berkeley MBA Grants.
- * Oversees verification of 100% of grant recipients.
- * Determines award amounts and adjustments based on socioeconomic information provided within the application.

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- * Manages department participation in and creates content for outreach services for prospective students, parents, and the general public.
- * Leads auditorium size presentations.
- * Oversees chat and webinar schedule, as well as content for the admissions cycle.

- * Develops web and print publications in support of these outreach services.

- * Ensures New Admit & office website content is accurate.
- * Ensures that recruiting materials align with office policy and procedures.
- * Ensures timely communication of pertinent material is shared with students.

- * Analyzes exception reports to determine necessary changes in programming or procedures to allow automated packaging of aid. Reconciles complex student data from multiple sources. Identifies difficult-to-resolve mismatches and errors from external and internal sources. Identifies programming or procedural changes needed to prevent errors.

- * Communicate and troubleshoot unique scenarios to campus partners.
- * Monitors office corrections to student aid on an on-going basis.

- * Career Development: By embracing the principle of student always

- * Attend classes to enhance expertise in job areas and improve communication.
- * Attend relevant campus training courses or classes to gain knowledge of or to become more proficient with campus policies and/or role-relevant skills.
- * Seek additional training opportunities that allow growth within the position and to develop professionally.

Required Qualifications

- * Advanced knowledge of policies, regulations, and practices for awarding financial aid within higher education.
- * Working knowledge of packaging policies and practices.
- * Advanced knowledge of or can quickly learn UC Berkeley policies, processes, and procedures.
- * Advanced knowledge of advising and counseling techniques.

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- * Interprets complex policies, assess processes and develop procedures to ensure compliance and implements improvements.
- * Calculates and reconciles financial aid with attention to detail and accuracy.
- * Organizational and project management skills and ability to prioritize work and meet deadlines.
- * Advanced written and verbal communication skills, demonstrated through active listening, persuasion, and negotiation skills.
- * Strong leadership skills to guide, direct, mentor, evaluate and motivate staff.
- * Advanced proficiency with standard office software as well as internet and email applications.
- * Advanced problem identification, critical thinking, and problem solving skills and demonstrates sound judgment and decision-making expertise.
- * Possesses advanced customer service orientation skills, by demonstrating excellent interpersonal skills, political acumen.
- * Demonstrates confidentiality when dealing with sensitive and confidential information.
- * Proactively demonstrates collaboration and social perceptiveness when working with a diverse group of students, staff and external constituents.

Education

- * Bachelor's degree in related area and / or equivalent experience / training.

Preferred Qualifications

- * Minimum of 5 years of financial aid experience or financial experience.
- * Experience using complex databases, to define specifications for database programming, demonstrating proficiency in manipulating and analyzing large volumes of data.
- * Advanced knowledge of or the ability to learn quickly common UC specific computer application programs or other well known higher ed programs used for administering financial aid.

Salary & Benefits

This is an exempt, monthly paid position. Annual salary will be commensurate with experience up to 98,900.00.

For information on the comprehensive benefits package offered by the University visit:

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How to Apply

Please submit your cover letter and resume as a single attachment when applying.

Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

Equal Employment Opportunity

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant see:

[url=https://apptrkr.com/get_redirect.php?id=2168013&targetURL=https://www.eeoc.gov/sites/default/files/mig

For the complete University of California nondiscrimination and affirmative action policy see:

[url=https://apptrkr.com/get_redirect.php?id=2168013&targetURL=http://policy.ucop.edu/doc/4000376/Nondis

To apply, visit

[url=https://apptrkr.com/2168013]https://careerspub.universityofcalifornia.edu/psp/ucb/EMPLOYEE/HRMS/c/H

Contact Information

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

Contact

N/A

University of California, Berkeley

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