

Associate Director of Counseling Services & Special
Programs
Old Dominion University

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Posted Sep. 29, 2025, set to expire Jan. 29, 2026

Job Title	Associate Director of Counseling Services & Special Programs
Department	FINANCIAL AID OFFICE
Institution	Old Dominion University Norfolk, Virginia
Date Posted	Sep. 29, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Associate/Assistant Director
Academic Field(s)	Student Affairs
Job Website	https://jobs.odu.edu/postings/24288
Apply By Email	
Job Description	

Job Description

Responsible for the coordination and delivery of optimum customer service to all students and constituents served. Supervises positions 00087, 00173 and 00824. Supervise the service delivered to the undergraduate and graduate financial aid applicant populations, in the local and On-line learning arenas. Works closely with Financial Aid Management & Enrollment Management leaders and team leaders to ensure efficient, accurate service while continuously seeking improvements. Responsible for managing specialized programs including state grants, VMSDEP, satisfactory academic progress, outreach, special university initiatives, and others requiring unique coordination efforts as assigned. Recommends and develops new office policies and procedures in response to changing regulations.

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Provides leadership by example in going the extra mile, making recommendations for improvement, providing exceptional courteous service and enthusiastically representing the Financial Aid and Enrollment Management areas in a public speaking role as requested. Serve as liaison to CARS (call center team) to ensure training and policies and regulations are adhered. Serve when needed as one of the Financial Aid essential personnel in emergency or critical situations as deemed necessary by the supervisor.

Type of Recruitment

Knowledge, skills and abilities

- Considerable in-depth knowledge of financial aid regulations.
- Comprehensive knowledge of standard electronic spreadsheet and reporting software applications (Banner, MS Office, Access, Crystal Reports).
- Excellent organizational and time management skills.
- Excellent oral and written communication skills.
- Considerable supervisory skills.
- Demonstrated ability to coordinate multiple projects, make workflow decisions and manage large complex projects independently.
- Demonstrated ability to maintain service in a high volume, intense public contact and processing environment.
- Demonstrated ability to provide individualized assistance to appropriately meet specific customer needs.
- Demonstrated ability to develop policies and procedures and deliver effective training to staff.
- Demonstrated ability to make accurate decisions concerning financial aid awards.
- Demonstrated ability to analyze and to interpret complex program regulations and to articulate them to internal and external constituencies.

Contact Information

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

Contact

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