



Position Description
Associate Director
Student Financial Aid Office

Position Summary:

The Associate Director of Student Financial Aid manages the financial aid operations for the 13-campus University of Wisconsin Colleges and University of Wisconsin Colleges Online. The institution's financial aid office and operations are centralized in Madison, WI. The Associate Director's responsibilities include: supervision of staff, overseeing processing and operations, and compliance. The position requires strong technical, organizational, and management skills.

A. (30%) Supervise Student Financial Aid Office staff

- A1. Directly supervise and evaluate four Student Financial Aid Coordinators and one Information Manager.
- A2. Indirectly supervise one Program Assistant and several student/office assistants.
- A3. Direct the activities of and provide mentorship to his/her staff.
- A4. Provide training and guidance to staff to ensure compliance with federal, state, and institutional policies.

B. (40%) Implement federal and state student financial aid policy

- B1. Oversee day-to-day operations of the office, including the monitoring of compliance and quality control.
- B2. Serve as Data Point Administrator with the US Department of Education and as institutional contact person with various federal and state aid agencies and contractors.
- B3. Work closely with Information Manager as to administration of the financial aid module of PeopleSoft Student Information System.
- B4. Manage entire work flow of student financial aid applications within the office, ensuring accurate and timely processing of aid applications.
- B5. Supervise automated administrative processes, including application review, verification, packaging, disbursement, reporting to aid agencies, etc.
- B6. Develop, implement, and coordinate federal and state financial aid policies and procedures.
- B7. Address and plan for new policies and regulations that require institutional administration.

- B8. Implement improvement initiatives and new technologies to provide better customer service to UW Colleges students and campus staff.

- C. (10%) Coordinate planning for and implementation of annual aid processing cycle**
 - C1. Interpret the annual aid application and program changes initiated by the US Department of Education and other aid agencies.
 - C2. Review documentation from US Department of Education and other aid agencies as to implementation of annual aid processing cycle.
 - C3. Ensure that changes to the application process have been incorporated into institutional processes, including database matches, C-Code resolution, verification, subsequent aid administration, etc., and that they are compliant.
 - C4. Verify that aid packages for each new award cycle meet federal, state, and institutional program eligibility requirements.

- D. (10%) Develop operational policies and procedures that are compliant with federal and state regulations and support institutional mission via collaboration with Student Financial Aid Office staff**
 - D1. Areas of concerns include: Verification, Needs Analysis, Conflicting Information, Packaging, Special Circumstances, Professional Judgment, and Dependency Overrides.
 - D2. Work closely with internal auditors and with the Legislative Audit Bureau during scheduled audits for University of Wisconsin System institutions.

- E. (5%) Act as liaison between Student Financial Aid Office and other UW Colleges Central Administration Offices, including Registrar/Admissions, Business Office, Information Technology, Distance Education, University Relations/Marketing**

- F. (2%) Regularly attend professional development conferences and workshops**

- G. (2%) Participate in planning, developing, and delivering training for UW Colleges campus personnel via campus visits and centralized training**

- H. (1%) Other duties as assigned by the Director of Student Financial Aid**



Qualifications:

- Bachelor's Degree required; Master's Degree preferred.
- At least 5 years experience with progressive responsibilities in student financial aid administration at a postsecondary institution.
- Minimum of 3 years supervisory/management experience.
- Must have extensive experience with integrated student information systems; experience with PeopleSoft financial aid module preferred.
- Strong verbal and written communication skills.
- Strong technical, problem-solving, and organizational skills.
- Computer competency in word-processing, e-mail, and spreadsheets and the ability to easily learn new computer applications.
- Ability to work well with others.
- Ability to work independently with only moderate supervision and direction.

Application:

Interested individuals should send a letter describing their interest in and qualifications for the position, a resume and contact information including phone and e-mail addresses for three references. Please submit materials electronically (Microsoft Word attachments preferred) to Chase Janisch, chase.janisch@uwc.edu. Please indicate 'Student Financial Aid Associate Director' in the subject line. For full consideration, all materials must be submitted by June 21, 2010. The screening process will begin immediately and will continue until the position is filled. Questions regarding this vacancy can be directed to Amy Alston, UW Colleges Human Resources, 608-265-5767.

The University of Wisconsin Colleges is an Equal Opportunity/Affirmative Action institution committed to diversity and inclusiveness among its employees and in its programs, and actively seeks and encourages applications from women, minorities and persons with disabilities.

A criminal records review will be conducted for final candidates. In compliance with the Wisconsin Fair Employment Act, the University does not discriminate on the basis of arrest or conviction record. Convictions and pending charges will be considered only if they are substantially related to the circumstances of this position.

Employment is contingent on establishment of identity and verification of employment eligibility as required by the Immigration Reform and Control Act of 1986.