



Job Description

Job Title: Manager – Financial Aid

JTC: CQB

Salary Range: N05

FLSA: Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Responsible for assisting with the day-to-day functions of a segment of work, a sub-section of an organization, or a functional area within an organization.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Responsible for assisting with the planning, direction or oversight of a business unit, division, department, or an operating unit within an organization with or without reporting staff. Plans and maintains work systems, procedures, and policies that enable and encourage the optimum performance of its people and other resources within the organization.

Assists in the establishment and implementation of efficient administrative policies, programs and procedures; develop strategic goals and objectives for area(s) of responsibility in conjunction with strategic direction, mission and goals of business unit or organization.

Demonstrated ability to work effectively with both internal and external groups with a cultural, racial and ethnically diverse background; strong commitment to world-class customer service.

Recognize emerging trends in area(s) of expertise and prepare for changes that may occur as a result of these trends. Ability to multi-task and/or lead projects to ensure they are completed within timeframe and budget.

Manages the preparation and maintenance of reports necessary to carry out the functions of the department. Prepares periodic reports for management, as necessary or requested, to track strategic goal accomplishment.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities.

MINIMUM KNOWLEDGE AND EXPERIENCE

Associate degree plus three (3) years of related work experience. Official transcripts are required.

***Will be subject to a criminal background and/or fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Manage the operational activities of the Financial Aid organization which include management and strategic direction of financial aid programs offered by the DCCCD.

Responsible for the operational activities to include planning and development of systems and procedures to improve quality and efficiency of the department. Manage support functions which include quality customer service, reporting, call volumes, project management, and forecasting.

Implement daily departmental procedures to process documents and maintain records related to assigned area. Remain current regarding all federal and state regulations pertaining to financial aid programs and ensure compliance with all regulations.

Proven ability to work collaboratively with staff and various organizations from diverse and multicultural backgrounds. Provides direction and assistance to financial aid staff in the performance of their daily job duties.

Provides information, guidance, problem resolution, account research and technical assistance to external and internal customers in order to convey detailed information on all aspects of financial aid. Coordinates the collection of data required for the preparation of external and internal reporting. Research problems and recommend solutions within approved District, state and local guidelines.

Manages projects, programs, services, strategic direction and successful performance of the organization. Responsible for the selection, training, coaching, evaluation and development of assigned staff. Demonstrated organizational skills and oral and written communication skills to engage with individuals from diverse populations.

Supervise two (2) or more full-time staff.

Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.