



WESTMONT

Assistant Director **Student Financial Services**

Position Summary: The Assistant Director of Student Financial Services represents Westmont and the Student Financial Services Office to current and prospective students and their parents, playing an important role in the college's overall recruitment and retention efforts. Primary responsibilities include providing sensitive, customer service-oriented counsel regarding financial aid and payment options available to students and families, reviewing applications, making awards, and assisting in the management of financial aid programs. The Assistant Director also is responsible to help ensure the college maintains proper compliance and administration of all student aid programs.

Requirements:

- A personal commitment to Jesus Christ and a willingness to support the Christian character and mission of Westmont College.
- Bachelor's degree or 5 years or more background and experience.
- A strong history of and commitment to customer service.
- Previous financial aid and/or student accounts counseling experience including basic understanding of financial aid need analysis and complex case resolution.
- Developed organizational and analytical skills and strong attention to detail.
- Experience utilizing automated financial aid software, preferably PowerFaid.
- At least intermediate experience utilizing office technology, including Word, Excel, and e-mail.
- Demonstrated excellent verbal, written, and interpersonal communication skills, including the ability to clearly communicate college policies along with federal and state regulations.
- Ability to work well both independently and as part of a team.
- A highly developed sense of confidentiality.
- An ability to manage multiple high-priority responsibilities in a deadline-driven environment.

Preference given to candidates who:

- Possess a thorough knowledge of federal and state financial aid programs and regulations.
- Have previous experience using financial aid/student accounts management systems such as PowerFAIDS, EdConnect, WebGrants, or ELM.

Responsibilities:



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- Provide sensitive financial aid counsel regarding payment and financial aid options available to students and families.
- Manage the awarding and application tracking of a diverse student population.
- Plan and manage individual and mass communications with students and parents, including printed materials and content of the web site, to ensure that they are well-informed in advance regarding managing their student accounts and student loans.
- Use PowerFaid software to review and process aid applications in compliance with institutional, federal and state guidelines.
- Review need analysis information, including federal income tax forms and supporting documents, for accuracy and completeness to perform verification.
- Assess and verify student eligibility for financial aid.
- Review student files and prepare aid revisions.
- Each semester, monitor students receiving financial aid to determine continuing aid eligibility under Westmont's Satisfactory Academic Progress policy
- Review grade point averages of students receiving institutional merit awards to determine continued eligibility of their award.
- Determine student eligibility for institutional, federal and private loan programs.
- Maintain accurate Westmont loan files in accordance with federal regulations.
- Ensure compliance with federal, state and institutional policies.
- Review and revise the Westmont Financial Aid policies and procedure Manual.
- Assist students and parents by answering questions and act as a resource for financial aid information.
- Maintain a comprehensive working knowledge of financial aid regulations by regular participation in professional development activities.
- Act as a first level of appeal for students and parents in regard to financial aid.
- Contribute to the formulation of financial aid policies and procedures.
- Expectations for workplace demeanor include but are not limited to: working collaboratively and harmoniously with co-workers, customers and others by sharing ideas and resources willingly, constructively and positively; listening to and objectively and respectfully considering the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments; keeping your supervisor and others who may be affected informed about work progress; addressing problems willingly and constructively to discover practical and lasting solutions acceptable to all parties; working promptly toward reconciliation and forgiveness during conflict; respecting the diversity of our community in words and deeds.
- Perform other duties as assigned.



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Persons in this role will be assigned responsibilities as the “subject matter expert” for one or more of the following areas, in which they will train and support other staff in the Student Financial Services Office:

- Federal Work-Study
- Federal Grants (Pell, SEOG, TEACH, etc.)
- Federal Student Loans
- State Grant Programs
- Student Accounts/Billing
- Special Academic Programs (e.g. teaching credential, nursing, etc.)
- Student Employee Training and Supervision
- Reception/Front Counter Backup
- Athletics/Financial Services Liaison

Reports to: Director of Student Financial Services

Pay Range: \$24.81-\$31.06

05/2023