



RHODE ISLAND COLLEGE JOB DESCRIPTION

Position classification: PSA
Date created or revised: 11/10/2022
Exempt/Non-Exempt Status: Exempt
Responsible individual: Yes
Campus Security Authority: No

Title: Associate Director, Financial Aid (Client Services)
Status: Full-time, 35 hours/week
Grade: 13
Union Affiliation: PSA@RIC (Professional Staff Association)
Reports To: Director of Student Financial Aid

PRIMARY PURPOSE:

Serves in the key role of managing the operation and services of the front office including the supervision and training of staff to ensure a high level of client service. Provide financial aid counseling to a diverse population of undergraduate and graduate students and their families, including coordinating support for DACA and non-citizen applicants. Manage financial aid processing for a significant assigned caseload. The Associate Director will play a key role in coordinating client services outside of normal working hours as determined necessary. Represent the office at presentations, committees, and workshops. Represent the director in his/her absence.

DESCRIPTION OF DUTIES AND RESPONSIBILITIES:

Essential Job Functions:

- Coordinate the work of the front office staff to ensure a high level of client/customer service.
- Supervise the financial aid counselor for State Scholarships & Grants programs.
- Coordinate the timely and accurate processing and posting of all tuition waivers, scholarships, and grants in coordination with Bursar's Office.
- Work with the Foundation Office to coordinate the selection, review, and awarding of scholarships and grants.
- Provide financial aid counseling to students and parents regarding application procedures and eligibility requirements for student aid programs, and assist students and their families with the completion of application forms.
- Handle financial aid processing for an assigned caseload of students. This includes file review, verification, needs analysis, and financial aid packaging.
- Function as the lead of case management for special populations designated by the director, including DACA students and non-citizen students.
- Provide first-line of support and response for escalated issues.
- Serve as a liaison between the Financial Aid Office and others including, but not limited to the Student Success Division, Foundation, Disability Services, Athletics, Academic Affairs and Community, Equity & Diversity.
- Coordinate Financial Aid Office client services to meet the needs of the student population.
- Assist the Director with the maintenance of office communication materials, including social media and manage the office's general email account.
- Represent the financial aid office at various student recruitment and yield functions, financial aid information sessions and orientation programs.
- Assist the Director in fulfilling the overall goals and objectives of the office.

- Represent the director in his/her absence.

Occasional Job Functions:

- Perform other duties and responsibilities as assigned by the Director of Financial Aid.
- Work occasional non-standard work hours including nights and weekends.

REQUIRED QUALIFICATION STANDARDS:

Education:

Bachelor's degree

Experience:

Minimum of three years of full-time experience in the administration of student financial aid services at an institution of higher education.

Skills, Knowledge and Abilities:

- Ability to represent the college positively and effectively with prospective and current students, parents, faculty, staff, alumni, outside agencies and the public.
- Understanding and sensitivity to the needs of a diverse student population including first-generation and low-income students.
- Thorough knowledge of federal and state student aid regulations as well as a broad-based understanding of computer applications in student aid administration.
- Familiarity using automated processing systems.
- Excellent oral, written, interpersonal skills.
- Demonstrated analytical and technical skills.

PREFERRED:

- Master's degree.
- Supervisory experience in financial aid.

ENVIRONMENTAL CONDITIONS:

The employee is not exposed to known adverse environmental conditions.

The college requires that all applicants and employees be able to perform the essential functions of the job and will explore reasonable accommodations for individuals with disabilities.

As an Affirmative Action/Equal Opportunity institution that values and is committed to inclusion and expanding the diversity of its faculty and staff, the College invites members of protected classes, including minorities and persons with disabilities, to identify themselves as such at the time of application.