



Clark Atlanta University

Job Description

Position Title	Assistant Director
Employee	
Department	Office of Financial Aid
Reports to	Assistant Vice President of Financial Aid

General Function

Under the general supervision of the AVP of Financial aid, the Assistant Director will assist in the overall administration of all Federal, State, Institutional, and Private aid programs for both current and prospective Clark Atlanta University students. The Assistant Director will coordinate general activities related to the packaging and overall delivery of student aid, including monitoring reports created from aid packaging and data loads. The assistant director also performs problem resolution, oversees and coordinates with internal and external customers, and assists with coordinating mailings, reconciliations, and reporting.

Position Duties

- Responsible for assisting in the design and/or development of functional/technical aspects of the student aid system; assists in updating the collection, tracking, and reporting methods used to analyze data. Collaborates with Information Technology to participate in ongoing system development and maintenance of procedure and processing manuals.
- Manage the processing of federal and state student aid via software functions.
- Perform the routine batch processes that import applicant/student data into our system of record and transfers data between systems; manually enter information when electronic data transfer is not an option (i.e., ISIR loads, verification files).
- Review and maintain internal controls and policies and procedures to ensure compliance and timely delivery of funding.
- Prepare statistical financial aid data for internal analysis, annual reporting, and reporting to outside organizations and regulatory bodies, including the A-133 audit, FISAP, etc.
- Manages withdrawal processing and Return to Title IV funds.
- Oversees awarding and delivery of funds to all students.
- Perform the new aid year set up and testing, including quarterly patches and releases.
- Corresponds with internal and external constituents, including students, parents, campus partners, department of education, and other agencies.
- provide comprehensive financial aid counseling and related assistance to all eligible students, both undergraduate and graduate
- Supports staff by analyzing complex questions and resolving problems/issues with assigned aid programs.
- Create financial aid policies, application forms, brochures, award letters, and accompanying materials, ensuring that all materials are compliant with current and changing federal legislative and regulatory guidelines.
- Provide expertise and input on financial aid trends and initiatives to senior management, current and prospective students, and other constituent communities.
- Represent the office in various meetings and presentations.
- Assists in training new and existing staff members to understand and utilize Ellucian Banner system.
- Trouble shoot system problems as they present and recommend/implement appropriate resolution.



Clark Atlanta University Job Description

- Supervise the call center for the office of financial aid
- Responsible for auditing the US Department of Education records in preparation for eligibility of aid determination; audits and completes variance reports; ensures data integrity; and reviews and updates aid awards; assists with preparing/reviewing EDE reports and aid packaging summaries for students.
- Other duties and projects as required.

Knowledge, Skills, and Abilities

Strong leadership skills with the ability to work independently. Excellent customer service skills and an in-depth working knowledge of BANNER. Working knowledge of Federal and State financial aid programs and regulations. The ability to multi-task and complete various assignments within the prescribed deadlines. Excellent analytical, written, and oral communication skills a must. Knowledge of CPS and COD procedures. Experience with Pell and Direct Loan processing. Must not be in default on federal student loans and have the ability to access federal student aid databases (NSLDS, COD, FAAaccess).

Minimum Hiring Standards

Education	Bachelor Degree in Higher Education, Business, Social Science, or related field required. Intermediate SQL programming knowledge and experience creating Ellucian Banner simple to complex population selections
Years of Experience	Minimum of 5 – 7 years progressive responsible experience. Three years supervisory experience