



**Classification Title: Associate Dean, Financial Aid, Veterans, and Scholarship Services**

<b>Department:</b>	Financial Aid, Veterans and Scholarship Services	<b>EEO6 Code:</b>	1
<b>Employee Group:</b>	Administrative Association (Educational Administrator)	<b>Salary Grade:</b>	72
<b>Supervision Received From:</b>	Dean of Enrollment Services	<b>Date of Origin:</b>	7/2012
<b>Supervision Given:</b>	Assigned administrators, supervisors, faculty, classified, short-term, student, and volunteer employees	<b>Last Revision:</b>	6/2025

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

**JOB SUMMARY.**

Responsible for performing activities related to directing, planning, administering, and coordinating the District's federal, state, and institutional financial assistance and scholarship programs including Veterans Administration (VA) Educational Benefits; authorizes financial aid packages and assures compliance with federal and state program requirements.

**DISTINGUISHING CHARACTERISTICS.**

The Director, Financial Aid, Veterans, and Scholarship Services is distinguished from other Student Services administration classes by its responsibility for the District's financial assistance program.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.** Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs full supervisory activities in accordance with relevant District policies, procedures, and applicable employee contracts/handbooks, which includes selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime/compensatory time; preparing and signing employee performance evaluations; recommending reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.
2. Plans, organizes, directs and controls the District's federal and state financial aid programs, VA program, private, foundation, and institutional grants, scholarships and loan programs; interprets, implements and maintains current knowledge of federal and state laws, codes, regulations and guidelines, and institutional policies.
3. Develops, implements and enforces policies and procedures concerning the operation of the financial aid program, implementing revisions as necessary to comply with changes in federal, state and local laws and codes and institutional policies, procedures and protocols.
4. Manages the compiling, monitoring, evaluating, analyzing, reviewing, and verifying of data related to the District's population of eligible and awarded students, including mandated federal, state, and institutional reporting as required, utilizing applicable integrated database systems and external federal and state software systems.

5. Establishes, implements and manages the financial aid computer information system used in student needs analysis, awards, records maintenance, and communication with students through student email and eServices; oversees the resolution of problems with Information Services personnel.
6. Develops the Financial Aid, Veterans, and Scholarship Services budgets and manages financial resources consistent with District policy and sound financial management principles; allocates and reallocates scarce resources among competing requests for funds; evaluates, approves, and processes department expenditure requests.
7. Manages and monitors status of program funds and office operational funds; prepares budgets and disbursement program guidelines; monitors accounts for proper expenditure of financial aid and District and categorical operational funds.
8. Plans, manages, directs and controls the District's and Foundation scholarship programs to assure awarding and disbursement of scholarships consistent with applicable requirements.
9. Reviews correspondence from students with special circumstances and resolves as appropriate, serving as the final administrative decision-maker; conducts student appeals as appropriate; forwards unresolved appeals to the Student Program Eligibility Appeals Committee; determines proper courses of action as final appeals for financial aid awards.
10. Coordinates and integrates department operations with other District departments to ensure accurate and current data and to achieve efficient, effective and timely processing and service to students.
11. Prepares a variety of complex statistical and narrative reports; oversees the maintenance of accurate financial aid records and files.
12. Provides second- or third-level investigation and responses to student grievances.
13. Serves as a liaison to students, parents, District administration, federal and state agencies, other colleges and universities, and/or other interested parties regarding financial aid matters.
14. Manages the dissemination of information regarding financial aid and scholarship application processes to feeder high schools as appropriate; directs and oversees the creation and dissemination of student financial and scholarship information, notices, publications and other information.
15. Coordinates with District outreach for activities related to financial aid and scholarships.
16. Attends a variety of meetings, workshops, and conferences; represents the District locally, regionally, at the state level, and nationally to other educational institutions, community organizations and agencies.

**Marginal Functions:**

1. Participates in/on a variety of committees, task forces, boards, meetings, and/or other related groups in order to receive and/or convey information.
2. Participates in shared governance through service on planning and/or operations committees and task forces.
3. Provides operational oversight and guidance to Veteran Services and Financial Aid Counselors, ensuring the delivery of accurate, timely, and student-centered support services in alignment with federal, state, and institutional regulations.
4. Serves in the capacity of the Dean of Enrollment Services during absences or as assigned, assuming leadership responsibilities for Enrollment Services related departments to ensure continuity of operations and student service delivery.
5. Performs related duties and responsibilities as required.

## **QUALIFICATIONS.**

### **Experience and Education/Training Guidelines:**

Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:** One year of formal training, internship, or leadership experience reasonably related to the administrative assignment.

**Education/Training:** A master's degree from an accredited college or university.

**License or Certificate:** Possession of a valid California driver's license by time of appointment.

### **Knowledge of:**

1. Applicable federal, state, and local codes, laws and regulations, including those pertinent to financial aid.
2. Managerial principles and practices.
3. Automated financial aid software systems.
4. Fundamental accounting and fiscal reporting procedures and practices.
5. Federal Internal Revenue Services (IRS) laws and regulations.
6. Personal and financial challenges of economically disadvantaged students.
7. Financial aid needs analyses.
8. Financial and statistical analysis techniques.
9. Conflict resolution techniques.
10. Private and institutional scholarship programs.
11. Research techniques and methods.
12. Basic auditing principles and practices.
13. Budgeting principles and practices.
14. Public relations principles, including the use of tact, patience and diplomacy
15. Higher education organization, operations, policies, and objectives as relevant to assigned areas of responsibility.

### **Skill in:**

1. Managing federally- and state-regulated programs.
2. Managing, supervising, training, and directing staff.
3. Providing leadership, support, and assistance associated with financial aid issues.
4. Utilizing a computer and software systems relevant to assignment.
5. Analyzing and troubleshooting difficult situations accurately and adopting effective courses of action.
6. Establishing and maintaining effective working relationships with those contacted in the course of work.
7. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, age, cultural, physical or mental disability, medical condition, gender, gender expression, gender identity, sex, sexual orientation, nationality, race, and ethnic backgrounds of community college students, faculty, and staff.
8. Developing and maintaining department budgets.
9. Interpreting complex data and information.
10. Reading, interpreting, applying and explaining rules, regulations, laws, codes, policies and procedures.
11. Communicating clearly and concisely, both orally and in writing.

12. Mediating difficult and/or hostile situations.
13. Effectively responding to situations/incidents using sound judgment and decision-making skills.
14. Developing and analyzing budgets.
15. Directing, organizing, coordinating, and administering a variety of financial aid programs.
16. Investigating and resolving grievances.
17. Preparing reports by compiling and organizing data from a variety of sources.
18. Maintaining accurate and complete records.
19. Maintaining confidentiality and exercising discretion.

## **WORKING CONDITIONS.**

### **Environmental Conditions:**

Office environment; exposure to computer screens, noise and electrical energy; extensive contact with faculty, staff, and students.

### **Physical Conditions:**

Essential and marginal functions require maintaining physical condition necessary for ambulating for extended periods of time and performing required duties. Must be able to travel between District and other locations.

## **TERMS OF EMPLOYMENT.**

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.