



Classification Title: Supervisor, Financial Aid and Scholarships

Department:	Financial Aid, Veterans', and Scholarship Services	EEO6 Code:	5
Employee Group:	Confidential and Supervisory Team (CAST)	Salary Grade:	48
Supervision Received From:	Director, Financial Aid, Veterans', and Scholarship Services	Date of Origin:	September 2021
Supervision Given:	Assigned classified, hourly, and volunteer employees	Last Revision:	September 2021

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. Supervises major activities and programs of the Financial Aid, Veterans', and Scholarships department; provides technical expertise to students, assigned staff, and District personnel concerning financial aid policies, procedures, and regulations; assists in short- and long-term planning relative to department operations and functions; packages and certifies financial aid applications in accordance with complex federal, state and local requirements; recommends, assists in developing, and implements financial aid policies and procedures; supervises and coordinates the work of assigned staff; performs specified duties assigned to the Director, Financial Aid, Veterans', and Scholarship Services in their absence or as required.

DISTINGUISHING CHARACTERISTICS. The Supervisor, Financial Aid and Scholarships classification is distinguished from the Director, Financial Aid, Veterans', and Scholarships classification by the former's responsibility for daily oversight and supervision of Financial Aid and Scholarships functions and staff and performance of financial aid technical functions, whereas the latter class directs all Financial Aid and Scholarships operations for the District and performs duties with a greater scope of responsibility and impact to the District. The Supervisor, Financial Aid and Scholarships is distinguished from other Student Services supervisory classes by its responsibility for supervising the functions of Financial Aid and Scholarships.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs full supervisory activities, subject to management concurrence and in accordance with applicable District policies, which include: selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime/compensatory time; preparing and signing employee performance evaluations; recommending salary reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.
2. Plans, arranges, and oversees day-to-day operations and work assignments for financial aid and scholarship programs and assigned employees; assists in planning and implementing office procedures; provides for the maintenance of safe working conditions and ensures safe work practices in accordance with District policies and procedures are followed by staff; provides leadership to ensure a fair and open work environment in accordance with the District's mission, goals and values; coordinates financial aid work at the District's education centers.
3. Interprets, analyzes, and applies complex laws, rules and regulations related to state and federal financial aid programs; implements changes and advises other staff to assure continued program compliance; advises assigned staff concerning changes in policies, regulations and technical procedures; provides direction and assistance for implementation of rules and regulations; provides guidance, quality control, and oversees cases requiring professional judgment.
4. Coordinates with other District departments to ensure timely receipt of information and records to determine eligibility,

process applications, and authorize disbursements; serves as a liaison to the California Student Aid Commission and other state, federal and private agencies, including, but not limited, to the District's Fiscal Services office, the Palomar College Bookstore, the U.S. Department of Education, and the U.S. Department of Collections; serves as the National Student Loan Clearinghouse financial aid resource for students and employees.

5. Recommends, drafts, prepares, and assists in the implementation of department goals, objectives, policies, and procedures, ensuring compliance with applicable District, federal, and state requirements.
6. Enters and retrieves financial aid and related data from the District's financial aid systems; independently produces a variety of documents and reports; develops, documents, prepares, and maintains a variety of statistical and analytical reports and studies.
7. Supervises and participates in the updating, enhancement, implementation, administration, and training of assigned staff on applicable software; develops and updates related forms and training materials; coordinates the resolution of computer and/or software issues and problems.
8. Researches, troubleshoots, and resolves policy and procedure questions and problems relative to Financial Aid, Veterans', and Scholarship Services, ensuring compliance with applicable District policies, procedures, and protocols.
9. Serves as a liaison for the department in response to student, employee, District, and community inquiries, including conducting investigations associated with complaints received from applicable parties and performing specialized, technical research and assistance.
10. Coordinates department activities with applicable internal departments and/or external agencies regarding the interpretation and implementation of applicable requirements in assigned area of responsibility.

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. 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: Five years of progressively responsible financial aid experience, including one year of lead and/or supervisory responsibilities.

Education/Training: An associate degree in education, business administration, public administration, or a related field from an accredited college or university.

Licenses/Certificates: Possession of, or ability to obtain, an appropriate, valid California driver's license by time of appointment.

Knowledge of:

1. Supervisory principles and practices.
2. Rules, policies, procedures, and protocols of financial aid and scholarship programs.
3. Applicable federal and state laws, rules, and regulations.
4. Modern office practices, procedures and equipment, including computers and software programs relative to assigned areas of responsibility.
5. Basic accounting principles.
6. Customer service principles and practices.
7. Recordkeeping techniques.

8. Correct English usage, grammar, spelling, punctuation and vocabulary.
9. Interpersonal skills using tact, patience and courtesy.

Skill in:

1. Supervising, training, and evaluating personnel.
2. Utilizing a computer and related software applications.
3. Interpreting and applying applicable rules, regulations, and policies.
4. Analyzing and troubleshooting difficult situations accurately and adopting effective courses of action.
5. Establishing and maintaining effective working relationships with those contacted in the course of work.
6. Investigating and resolving customer complaints.
7. Working with confidentiality and discretion, including maintaining the confidentiality of student records.
8. Working independently with little direction.
9. Providing timely and responsive customer service.
10. Preparing and maintaining written reports, manuals, and other documentation.
11. Interpreting data and information relevant to assigned area of responsibility.
12. Mediating difficult and/or hostile situations.
13. Communicating effectively both orally and in writing.
14. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
15. Maintaining the proper storage and security of applicable documents.
16. Preparing, analyzing, and maintaining a variety of records and reports, ensuring accuracy of information.
17. Training employees on the use of applicable software systems, policies, and procedures.

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 may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit for prolonged periods and to use hands to repetitively finger, handle and feel computers and standard business equipment. Requires occasional travel to 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.