

**TITLE: Associate Program Director of Financial Aid & Scholarships (Financial Aid/Scholarship Spec)**

**DEPARTMENT: Financial Aid & Scholarships**

**SALARY: $42,690 Annually**

**DEPARTMENT SPECIFIC DUTIES AND RESPONSIBILITIES:**

* Designs, implements, and evaluates business processes for scholarship programs for campus and external constituents consistent with the Enrollment Management goals and agenda.
* Provides guidance and interpretation for campus stakeholders on best practices that are consistent with admission, scholarship, IU Foundation, financial aid policies, federal/state regulations, and client expectations.
* Guides stakeholders in their design and implementation of scholarship programs to help facilitate a coordinated and integrated business model. Manages the BAM electronic application process and scholarship selection process.
* Organizes, facilitates, and manages multiple selection committees.
* Develops, implements, and assess programs, marketing and scholarship recruitment campaigns for students with other campus departments, such as:  Marketing and Development when requested. Guides campus constituents in their navigation of the scholarship platform and practices.
* Provides resources regarding scholarship models and serve on committees related to the campus scholarship programs and plans.
* Recruits and trains faculty and staff who contribute to the delivery of these programs and events.
* Provides advice, direction, and information to students and their families on financial aid and scholarship availability, application procedures, eligibility, awards, and disbursement.
* Interprets IU policy and analyzes academic and financial records to determine eligibility for federal loans, federal and state grants, various scholarships, federal work study, institutional and other aid. Addresses complaints and resolve problems.
* Serves as the campus representative for the central University Student Services & Systems scholarship manager team.
* Advocates for campus scholarship platform needs and act as an intermediary between directors, administrators, and the central scholarship team.
* Designs and conducts financial aid and scholarship presentations to a variety of audiences; participate in outreach activities, such as new student outreach, financial aid workshops, etc.
* Designs and edits communications relative to financial aid and scholarships.
* Reviews all standard office correspondence to ensure accuracy of grammar and tone.
* Collaborates with the Director of Admissions to leverage scholarship funds for incoming and transfer students.
* Coordinates scholarship awarding to align with the recruitment and retention goals of the unit.
* Advises and consults with the campus Development Office.
* Prepares scholarship material in accordance with donor intent and gift agreements. Ensure compliance.
* Manages scholarship accounts responsibly and ethically, ensuring that the terms of gift agreements and donor intent are met, and reimbursements are documented.
* Collaborates with others to develop, implement, and assess strategies that support divisional goals and the mission and vision of the unit.
* Counsels and advises students and parents regarding financial needs and eligibility; financial aid opportunities; academic progress; and requirements to receive and retain eligibility.
* Serves on University and IUSB committees to collaborate with colleagues across campus to support the enrollment and strategic goals of the campus and to facilitate student success.
* Manages the electronic application process, the scholarship selection process, and scholarship budgeting of each account.
* Has working knowledge of federal and state aid eligibility.
* Exercises independent judgment on a case-by-case basis to interpret and process funding resources based on donor intent and federal/state regulations to determine eligibility.
* Provides training and orientation for staff and faculty who support program operations.
* Manages staff when needed.
* Facilitates coordination and communication between respective college departments and USSS as they relate to financial aid and scholarship processes.

**GENERAL DUTIES AND RESPONSIBILITIES:**

* Serves as point of contact for students and associated individuals about financial aid and/or scholarship information and processes.
* Oversees financial aid and/or scholarship activities such as outreach, reporting, and monitoring; updates and maintains student records.
* Prepares and presents information regarding federal financial aid, scholarships, employment and grants for various campus groups, high school students and parents at meetings, group discussions, workshops, and recruitment sessions.
* Evaluates unusual/mitigating circumstance documentation or information provided by the student; exercises judgment by adjusting or revising costs, contribution, need, or dependency status as exceptions to the prescribed process.
* Analyzes various system generated reports such as grades and enrollment status or award status to verify continued compliance and eligibility of students receiving aid/scholarships under federal, state, and institutional guidelines; notifies students of changes in eligibility of awards and suggests corrective action to restore award eligibility.
* May hire, train, and supervise student employees.
* May provide guidance to other financial aid/scholarship specialists; may make process recommendations for improved operational efficiency

**QUALIFICATIONS:**

EDUCATION

**Required**

* Bachelor's Degree in business, public policy, or related field.

WORK EXPERIENCE

**Required**

* 2 years in student services, higher education student affairs, business, or related field. Experience working with complex data and/or records services in a team environment preferred.

**Preferred**

* 2 years in a progressively responsible positions in a college financial aid/scholarship office.

**Combinations of related education and experience may be considered**

LICENSES AND CERTIFICATES

**Preferred**

* Possess a valid driver’s license with the ability to be insured by Indiana University.

SKILLS

**Required**

* Proficient communication skills
* Maintains a high degree of professionalism
* Demonstrates time management and priority setting skills
* Demonstrates a high commitment to quality
* Possesses flexibility to work in a fast paced, dynamic environment
* Seeks to acquire knowledge in area of specialty
* Highly thorough and dependable
* Demonstrates a high level of accuracy, even under pressure
* Excellent organizational skills
* Friendly and service-oriented
* Demonstrates customer service skills
* Demonstrates ability to maintain confidential information
* Experience in a regulated environment
* Demonstrates excellent judgment, tact, and diplomacy
* Highly developed customer relations skills
* Commitment to working with people of diverse backgrounds
* Ability to interpret federal, state, and institutional rules and regulations and required procedures associated with compliance required

**Preferred**

* Ability to speak and read Spanish
* Excellent organization skills, mastery excel knowledge, and a multi-tasker

**APPLICATION REQUIREMENTS:**

1. To be considered for this position, you must submit a resume at the time of application.
2. This position will remain open until filled. Apply at: [**https://jobs.iu.edu**](https://jobs.iu.edu)