

**CREDENTIALS - FINANCIAL AID OFFICE**

<b>CREDENTIALS - FINANCIAL AID OFFICE</b>			
<b>NAME</b>	<b>PRINCIPAL JOB RESPONSIBILITIES</b>	<b>EDUCATION</b>	<b>JOB DESCRIPTION LINK</b>
<b>Christine Porchia</b>	<p>Develop, plan, implement and administer goals and objectives as well as policies and procedures related to the College's Student Aid programs</p> <p>Administer federal, state, private and institutional student aid programs, including VA benefits, loans, grants, scholarships and work-study employment</p> <p>Coordinate federal, state and College programs to meet deadline dates and reporting responsibilities; act as a liaison with federal, state and private agencies regarding student aid. Direct and evaluate student aid packaging policies to determine appropriate allocation of funds to specific categories of students.</p> <p>Complete required federal, state, and institutional reporting requirements on an annual basis.</p>	<p>Bachelor of Science, Fayetteville State University; Associate in Science, Fayetteville Technical Community College</p>	<p>Director of Student Financial Aid Services</p>
<b>(currently recruiting for this position)</b>	<p>Maintain knowledge of local, state and federal financial aid criteria, rules, and regulations.</p> <p>Assist students with information, advice, referrals, and status of student's account.</p> <p>Assist with the development of efficient and reliable electronic data management systems.</p> <p>Set up student accounts for student aid and scholarships; apply student awards to Accounts Receivable accounts.</p> <p>Research and analyze specific problems in the preparation of assigned reports.</p> <p>Process refunds to Title IV accounts according to appropriate federal regulations.</p>		<p>Assistant Director of Student Financial Aid Services</p>
<b>Regina Anglin</b>	<p>Research and analyze specific problems in the preparation of assigned reports. Process calculations of Return to Title IV aid. Process appeals for students seeking a change of dependency status, adjustment to income, or confirmation of citizenship. Exercise direct supervision of two account technicians and technical/functional supervision of clerical staff. Set up student accounts for aid, scholarships, and grants. Apply student awards to A/R accounts.</p>	<p>Bachelor of Science in Business Administration, Kaplan University</p>	<p>Assistant Director of Student Financial Aid Services</p>

## ***IV-7.20 Director of Student Financial Aid Services***

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### IV-7.20.1 DEFINITION

To plan, organize and coordinate the College's Student Aid programs and services consisting of federal, state, private and institutional financing; to provide highly responsible and complex administrative staff support to the Associate Vice President for Student Services; and to coordinate assigned activities with other College divisions, departments and outside organizations.

### IV-7.20.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Associate Vice president for Student Services.

Exercises direct and indirect supervision over professional, technical and clerical staff.

### IV-7.20.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Administer federal, state, private and institutional student aid programs, including VA benefits, loans, grants, scholarships and work-study employment; monitor the student aid process to ensure compliance with federal and state regulations and fiscal accountability.

Develop, plan, implement and administer goals and objectives as well as policies and procedures related to the College's Student Aid programs; develop and implement new and modified programs, policies and procedures.

Secure funding from both public and private sources.

Represent the College to special interest groups, private interests, community groups and the general public.

Direct and evaluate student aid packaging policies to determine appropriate allocation of funds to specific categories of students.

Direct and evaluate veterans benefit programs to determine appropriate chapter assignments and allocation of funds to students.

Coordinate assigned student aid activities with those of other College divisions and departments.

Confer with and provide staff assistance and advice to higher level College staff; develop, prepare and present recommendations and reports as requested.

Coordinate federal, state and College programs to meet deadline dates and reporting responsibilities; act as a liaison with federal, state and private agencies regarding student aid.

Direct and administer the College scholarship program; develop and evaluate recommendations for related policies and procedures.

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**Director of Student Financial Aid Services (Continued)**

Develop and maintain effective information dissemination and public relations on student aid matters.

Perform related duties as assigned.

IV-7.20.4      QUALIFICATIONS

IV-7.20.4.1      Knowledge of:

Principles of effective public relations with federal, state and private agencies.

Applicable federal and state laws, rules and regulations regarding student aid programs.

Research methods and techniques of report presentation.

Record keeping and reporting procedures.

Modern office methods and equipment, including data processing applications.

IV-7.20.4.2      Ability to:

Plan, organize and execute a comprehensive student aid program.

Understand, interpret and apply laws, rules and regulations as they apply to student aid programs.

Interpret and apply College policies, procedures, rules and regulations.

Communicate effectively, both orally and in writing, including preparation of reports utilizing technical and statistical information.

Gain cooperation through discussion and persuasion.

Prepare, analyze and implement appropriate recommendations related to College administration.

Establish and maintain effective working relationships with those contacted in the course of work.

IV-7.20.4.3      Experience and Training Guidelines

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

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Financial Aid** (Continued)

Experience:

Four years of progressively responsible administrative or staff experience in Veterans Administration and financial aid (Title IV) assistance programs.

Training:

A Masters degree from an accredited college or university in business administration or a closely related field; or equivalent.

## ***IV-8.5 Assistant Director of Student Financial Aid Services***

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### IV-8.5.1 DEFINITION

To assist in the planning, organization and supervision of the College's financial aid services; to actively participate in the activities of this office and to perform a variety of technical tasks relative to the implementation of financial aid policies and procedures.

### IV-8.5.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Director of Student Financial Aid Services.

Exercises technical and functional supervision over clerical staff.

### IV-8.5.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Assist Director of Student Financial Aid Services in development of processes and procedures designed to improve access to sources of financial aid by students, while maintaining efficiency and fiscal integrity of FTCC Student Financial Aid Office.

Perform the functions of the Director of Student Financial Aid Services in the absence of that individual.

Maintain knowledge of local, state and federal financial aid criteria, rules, and regulations.

Assist students with information, advice, referrals, and status of student's account.

Set up student accounts for student aid and scholarships; apply student awards to Accounts Receivable accounts.

Prepare reports and statement as required.

Research and analyze specific problems in the preparation of assigned reports.

Process refunds to Title IV accounts according to appropriate federal regulations.

Serve as liaison between Director of Student Financial Aid Services, Associate Vice President for Student Services, and the Vice President for Business and Finance of the College on procedures and methodology to insure compliance with federal and state regulations and audit requirements.

Serve on FTCC Financial Aid and Scholarship Committee.

Assist with the development of efficient and reliable electronic data management systems.

Assist in preparing FISAP and other required reports to state and federal agencies.

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**Assistant Director of Financial Aid Services (Continued)**

Coordinate the internal audit requirements of federal Title IV recipient records.

Serve as liaison between the community and the financial aid office providing financial aid workshops and presentations.

Work with community service organizations to develop student employment opportunities for the Federal Work Study Program.

Perform related duties as assigned.

IV-8.5.4            QUALIFICATIONS

IV-8.5.4.1        Knowledge of:

Principles of effective public relations with students, staff, and external agencies.

Applicable federal and state laws, rules, and regulations regarding student aid.

General accounting and auditing principles and practices.

Modern office methods, practices, and procedures.

Operational characteristics of computers and related equipment.

IV-8.5.4.2        Ability to:

Plan, analyze and implement appropriate recommendations related to the operation of the Student Aid Office.

Understand, interpret, and apply laws, rules, and regulations as they apply to a financial aid program.

Apply accounting and auditing principles and procedures.

Analyze data and draw sound conclusions.

Prepare clear, complete and concise reports.

Communicate effectively, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the performance of assigned duties.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Assistant Director of Financial Aid Services (Continued)**

IV-8.5.4.3      Experience and Training Guidelines

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

Experience:

Three years of increasingly responsible experience involving the awarding and disbursement of financial assistance.

Training:

A Bachelor's degree from an accredited college in business administration, records management or a closely related field; or equivalent.