

Saint Michael's College Job Description

Job Title: Assistant Director of Financial Aid

Department: Student Financial Services

Supervisor: Director of Financial Aid

Status: Full-time Regular

Salary Range: \$53,000 - \$57,000

FLSA: Exempt

Date Created: 09/11/2023

Last Revised: 10/7/2025

Our Mission: It is the mission of Saint Michael's College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives:

- Supports students and their families navigate the complex world of financial aid, guiding them on the various financial aid options, application procedures, eligibility criteria, and the implications of their financial aid decisions
- Administers financial aid in accordance with federal and state regulations and institutional policy
- Reviews financial aid files, completes federal verification, and resolves conflicting information in an accurate and timely manner

Essential Duties and Responsibilities:

Student & Family Advising

- Provides guidance and counseling to students and their families on various financial aid options, application procedures, eligibility criteria, and the implications of their financial aid decisions
- Provides excellent customer service to students, parents, and other stakeholders by answering inquiries, resolving issues, and offering support throughout the financial aid process
- Plans and conducts financial aid workshops and informational sessions for students and families to increase awareness and understanding of financial aid programs
- Collaborates with other campus departments, including admissions, registrar, and student services to coordinate efforts and provide seamless support to students
- Represents Student Financial Services at Admission Open House and other events

Financial Aid Awarding, Processing, & Reporting

- Assists in the evaluation and determination of financial aid awards for eligible students. Ensures compliance with federal, state, and institutional regulations
- Oversees the processing of financial aid applications, including FAFSA (Free Application for Federal Student Aid) and institutional aid forms. Verifies applicant data and ensures accuracy in the awarding process
- Reviews financial aid files, completes federal verification, resolves conflicting information, and packages Title IV and institutional financial aid in accordance with applicable regulations and policies. Adjusts financial aid offers in order to resolve over awards
- Stays informed about changes in financial aid regulations and policies at the federal and state levels. Ensures the institution's policies and procedures align with current regulations
- Compiles and maintains accurate records and data related to financial aid disbursements, applications, and awards. Generates reports as needed for institutional reporting and compliance purposes
- Assists in audits and compliance reviews related to financial aid programs. Ensures that all documentation and processes meet regulatory requirements
- Manages endowed scholarship programs, including the selection of scholarship recipients, disbursement of funds, and working with Institutional Advancement on communication with donors and scholarship committees

Veteran & Military Benefit Management

- Tracks and awards all funds received for VA education benefits, DOD Tuition Assistance, and the VT National Guard Tuition Benefit Program (VTNGTBP) into Financial Aid Colleague screens
- Works with the Director of Student Accounts to reconcile and post all funds received for VA and VTNGTBP in Colleague
- Maintains certification as a VA School Certifying Official (Alternate) and functional knowledge and experience in all aspects of Saint Michael's SCO duties
- Assumes the duties of Saint Michael's College Certifying official in the absence of the Program Manager for Veteran and Military Community Services

Secondary Responsibilities:

- In the absence of student service staff, provides coverage at the front desk (greeting students and families, answering questions, processing brief transactions)
- Answers questions about SMC Student Health Insurance requirement and annual waiver process
- Participates in professional judgement appeal review
- Participates in development of office policies and procedures
- Reviews and prepare departmental communications including letters, e-mails, publications, and website
- Performs special projects within Student Financial Services department on as-needed basis
- Performs other miscellaneous job-related duties as assigned

Positions Supervised:

- Student Employee(s) as needed

Major Contacts:

- Student Financial Services
- Prospective, current and former students and families
- Registrar's Office
- Student Life
- Admissions

Demonstrates Excellence:

- Ability to explain complex topics to various audiences and successfully guide students and families through the financial aid processes
- Demonstrates a commitment to compliance. Acts as an advocate for students and families while clearly communicating and adhering to federal regulations and institutional policies
- Thoroughly comprehends federal financial aid regulations and institutional financial aid, and understands billing and tuition payment policies
- Demonstrates technical aptitude in navigating various systems including Colleague® by Ellucian, COD, NSLDS, FAA Access, ELM, and systems associated with monthly payment and student health insurance vendors. Adeptly navigates existing and new systems and identify process improvements
- Respects the confidentiality of information provided by students, families, and other constituencies. Understands FERPA, GLB, and other applicable privacy and data security regulations
- Commitment to diversity, equity, and inclusion in financial aid practices
- Demonstrates organization and attention to detail
- Ability to work both independently and collaboratively with strong problem solving, critical thinking, and communication skills
- Maintains a positive and cooperative working relationship with members of the office and the campus community and frequently engage with colleagues to solve problems and improve operations
- Ability to change pace quickly and thrive in a fast-paced work environment
- Actively participates in and contributes to the larger Saint Michael's community

- Engages with students and constituents with a high level of inclusivity and sensitivity
- Displays a commitment to continuous growth and development in supporting students with historically excluded, underrepresented, and minoritized identities
- Understands the impact, challenges, and barriers that racism, inequities, and bias have on developing systems of advantage and disadvantage relative to access and attainment in higher education
- Demonstrates a multicultural awareness and contributes an inclusive, diverse, and respectful campus community
- Promotes a flexible, collaborative, and inclusive work environment and engages in educational opportunities to increase awareness and understanding of diverse populations
- Recognizes the value of cultural, ethnic, gender, and other individual differences in people. Helps to create an environment that values and supports differences

Education and Work Experience

- Bachelor's degree or equivalent combination of education and experience
- 3-5 years' experience in financial aid administration or relevant field
- Knowledge of federal and state financial aid regulations
- Understanding of how Veteran educational benefits are awarded and processed

Language and Literacy Skills:

- Exhibit outstanding verbal and written communication skills

Computer/Technology Skills:

- Proficiency in financial aid software and database systems (preferably with with Colleague® by Ellucian)
- Proficiency with Microsoft Office products including Excel, Word and Outlook
- Proficient in leveraging social media platforms to engage and attract prospective students through targeted communication strategies
- Knowledgeable in utilizing AI technologies to simplify and communicate complex financial aid regulations effectively

Licenses, Certifications and Other Requirements:

- None required

Physical Demands:

Work is often performed in a typical office environment requiring:

- Sitting in a normal seated position for extended periods of time
- Reaching by extending hand(s) or arm(s) in any direction
- Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
- Communication skills using the spoken word
- Vision sufficient to see within normal parameters
- Hearing sufficient to hear within normal range
- No or very limited physical effort
- No or very limited exposure to physical risk

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

Additional Requirements for the Job:

- Flexibility to work irregular hours including nights and weekends

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.