

Saint Michael's College

Job Description

Job Title: Director of Financial Aid

Department: Financial Aid, Enrollment Management

Supervisor or Manager: Vice President of Enrollment Management

Date Created: 1/22/2018 **Last Revised:** 8/11/2025

Salary Range: \$90,000 - \$125,000

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

- Under the direction of Vice President of Enrollment Management, the Director of Financial Aid collaborates to develop a financial award model, manages and maintains financial aid and including quality assurance, development of policies and procedures, verification, funds management, reporting, fiscal accountability, audit compliance, and consultation with external firms and vendors.
- This position plays a key collaborative leadership role in the strategic goals and mission of the division of Enrollment Management and works closely with the Director of Admission, Enrollment Operations, Finance and Marketing to implement the enrollment and retention goals of the College.
- The position is "hands-on"- directing a collaborative team and actively participating as a coach developing and training staff, as well as meeting with students and families.

Essential Duties and Responsibilities

- Contributes to efforts to meet College revenue and enrollment goals
- Collaborates with the Enrollment Management team to develop institutional fund awarding models and parameters
- Develops and implements strategies for awarding federal Campus-Based Program funds
- Hires and supervises Financial Aid staff, and provides support by setting priorities, training and cross-training, and offering opportunities for growth and development
- Collaborates with Finance and Student Accounts Departments regarding aid related inquiries
- Collaborates with the Offices of Institutional Advancement and Finance to manage and award endowed scholarships
- Reviews eligibility and awards financial aid for all undergraduate, graduate, and special program applicants
- Serves as primary contact for financial aid appeals
- Creates and implements default prevention and financial literacy campaigns
- Provides excellent customer service to students, parents, and outside agencies and partners, including counseling on all aspects of the financial aid processes
- Gives presentations to internal and external groups about financial aid policies and procedures
- Manages and maintains compliance with all federal, state, and other regulations and laws related to financial aid
- Participates in training sessions and remain current on federal regulations and guidelines
- Completes audits, and federal and other reporting requirements, in an accurate and timely manner
- Develops, implements, and maintains institutional policies and procedures
- Manages office and institutional financial aid budget
- Serves on the Enrollment Management Team and other College committees, and collaborates with other departments on issues related to financial aid, billing, and recruitment
- Serves as primary college representative for vendors, and government and other external agencies, related to financial aid

- Oversees communications including the College website, letters, and emails, automating when appropriate
- Creates and implements default prevention and financial literacy campaigns
- Keeps software current, functional to support office operations, and student-serving
- Supports and encourages the Financial Aid staff in continued learning and awareness development of inclusivity and equity concepts and frameworks to support their work and engagement with students and families of various backgrounds, especially those with identities historically and currently excluded and minoritized
- Participates in departmental and campus-wide learning opportunities to further develop awareness, skills, and knowledge in supporting and fostering inclusion and belonging for students and colleagues
- Appreciates the value of cultural, ethnic, gender, and other individual differences in people. Helps to create an environment of learning about, valuing, encouraging, and supporting differences
- Seeks different points of view and leverages diverse perspectives in group processes and decision-making. Checks own views against the views of others
- Supports fair treatment and equal opportunity for all. Listens to and objectively considers the ideas/input of others
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Major Contacts

- Vice President for Enrollment Management
- Financial Aid staff
- Enrollment Management team
- Admission staff
- Marketing staff
- Registrar/Associate Dean
- Vice President for Student Life
- Vice President for Finance and Administration
- Finance team
- Directors of Human Resources
- Athletics staff
- Institutional Advancement staff
- Institutional Research staff
- Information technology staff

Demonstrates Excellence

- Engages with constituents with a high level of inclusivity, equity, and sensitivity
- Displays a commitment to continuous growth and development to support a culture of inclusion and belonging
- Draws upon exceptional customer service and problem-solving skills to explain complex processes to students and families. Goes beyond the question that was asked to assist students and families in making informed decisions
- Develops a high-performing and engaged team that can use informed judgement, works collaboratively, and brings forward new ideas and approaches
- Demonstrates a student-centric approach when working with students and families and has an ability to diffuse escalated customer service situations
- Ability to reflect on one's own racial identity and how it has shaped one's own life experiences and current perspectives
- 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
- Maintains expert level knowledge of current federal regulations, monitors changes to federal guidelines and uses that knowledge to direct office policy development and the implementation of best practices
- Understands current trends in Enrollment Management as well as the College's goals and objectives in this area
- Thrives in a fast-paced environment; learns new information quickly
- Works collaboratively both within the department and with colleagues from across campus to solve problems in a manner that meets the needs of students and families while ensuring compliance with applicable regulations and policies.
- Respects the confidentiality of information provided by students, families, and other constituencies. Understands FERPA, HEA, GLB and other applicable privacy and data security regulations

- Is well organized, self-motivated, and a problem solver who can think analytically and critically
- Actively participates in and contributes to the larger Saint Michael's community

Education and Work Experience

- Bachelor's degree and a minimum of seven to 10 years of experience in financial aid and/or account services

Analytic Skills

- Requires a high degree of analytic skills
- Significant analysis of cause-and-effect problems based on a standard approach learned through training, established policy, or the use of established procedures is required

Language and Literacy Skills

- Reads and interprets a wide range of information. May interpret documents to others
- Regularly writes reports and correspondence. Able to shift writing style as needed for different audiences
- Regularly explains policies, listens to questions, responds, and problem solves
- Speaks to individuals and small groups effectively

Computer/Technology Skills

- High proficiency with Microsoft Excel, Higher Education Student Information systems such as Ellucian Colleague, and reporting tools such as Informer

Licenses, Certifications and Other Requirements

- None

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, such as 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
- Ability to lift and/or move 10-25 pounds

While performing the duties of Executive Director of Student Financial Services, the employee must occasionally lift and/or move 10-25 pounds.

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

- Supports occasional weekend events, professional conferences, meetings, etc.

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.