Saint Michael's College
Job Description

Job Title: Associate Director of Financial Aid

Department: Financial Aid

Supervisor: Director of Financial Aid

Status: Full-time Regular

Salary Range: $80k-105k

FLSA: Exempt

Date Created: February 28, 2005

Last Revised: October 15, 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:

- Collaboratively oversees day-to-day operations of the Financial Aid office including assisting staff to ensure adequate coverage of office phone, e-mail, and in-person traffic
- Executes administration, review, and awarding of financial aid for undergraduate and graduate students, both incoming and returning
- Assists students and families as they navigate the financial aid and billing process at Saint Michael's College
- Develops and maintains office policies and procedures
- Assists with audits and federal reporting
- Administers federal, state, and institutional student aid programs according to federal, state, and College regulations and policies
- Assists staff by providing training, problem resolution, and supervisory support
- Serves as member of the SFS leadership team contributing to the development and attainment of the strategic goals of the unit

Essential Duties and Responsibilities:

- Provides mentoring and serves as a knowledge resource for the Financial Aid team. Collaborates to direct office workflow and projects, as well as policy development and implementation
- Reviews undergraduate and graduate financial aid application materials, completes verification, resolves conflicting information, and awards financial aid in accordance with Title IV regulations and established institutional packaging policies
- Reviews financial aid appeals and leads the professional judgment review committee
- Provides guidance to students and parents by phone, e-mail, and in-person regarding all aspects of financing a St. Mike's education
- Presents to groups at Open House, etc.
- Assists with federal and institutional reports/surveys
- Oversees office communications with students and families and manages website content. Collaborates with other office staff to plan, develop, and edit office communications and communication strategy
- Participates in training sessions to remain informed of regulatory changes and provide relevant training to staff
- Actively participates in campus committees
- Maintains a positive working relationship with members of the office and campus community
- Demonstrates awareness and appreciation of multicultural differences and the value of an inclusive, diverse, and respectful College community
- Promotes a flexible, collaborative, and inclusive work environment and engages in educational opportunities to promote a sense of belonging for all
- Assists with responsibilities of the director in her absence
- Performs other miscellaneous job-related duties as assigned
- Helps to foster an environment that values and supports differences
- Seeks different points of view and leverages diverse perspectives in group processes and decision-making.
- Engages with students and constituents with a high level of inclusivity, equity, and sensitivity

- Supports fair treatment and equal opportunity for all. Listens to and objectively considers the ideas/input of others. Respects the talents and contributions of all individuals.

Positions Supervised:
- N/A

Major Contacts:
- Financial Aid staff
- Prospective students/families
- Current students/families
- Admissions Staff
- Registrar's Office
- Academic Affairs staff
- Vermont Higher Education Agencies
- Various other personnel on campus

Demonstrates Excellence:
- 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
- Demonstrates a student-centric approach when working with students and families and an ability to diffuse escalated customer service situations
- 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 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, critically, and around established parameters
- Actively participates in and contributes to the larger Saint Michael's community

Education and Work Experience:
- Bachelor's degree or equivalent combination of education and experience
- 3-5 years of direct financial aid experience

Analytic Skills:
- The ability to recognize several likely causes of events, analyze relationships among several parts of a problem or situation, and then formulate a multi-step response is required

Language and Literacy Skills:
- Reads and understands basic instructions. Conversational skills including responding to supervisors and co-workers as needed to ask questions, provide information, seek direction and plan work
- Some writing is required for position in the form of drafting communications on various topics for different audiences, with the goal of communicating a message clearly, concisely, in a friendly manner, and with the intention of anticipating questions that may arise and addressing them in the original message

Computer/Technology Skills:
- Familiarity with Microsoft Office products, especially Excel
- Proficient with Ellucian Colleague systems

Licenses, Certifications, and Other Requirements:
- None required

Required Qualifications:
- Analytical skills, including data analysis
- Excellent verbal and written communication skills
- Microsoft Office products including Excel, Word and Outlook
- Experience working with Student Information Systems

Preferred Qualifications:
- Public speaking
- Leadership experience

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

While performing the duties of Associate Director Financial Aid, the employee is occasionally required to 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:
- Ability to do some occasional travel as needed

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.