



Assistant Director of Financial Aid

Full-time, exempt position

Job Description

This position assists in the administration of student aid programs at Notre Dame College in accordance with federal, state, and institutional guidelines and regulations; works collaboratively with Admissions, Student Accounts, Registrar, and other pertinent offices to provide accurate, holistic service; provides first contact educational customer service to students seeking financial assistance. This position requires the full understanding and active participation in fulfilling the mission of Notre Dame College. It is expected that the employee demonstrates behavior consistent with our core values and supports the Student Services Center and the Division of Enrollment Management.

Responsibilities:

- Thoroughly review student files to determine and calculate aid eligibility for a select group of student aid applicants.
- Counsel students on overall financial aid process and debt management which includes budgeting and loan repayment.
- Manage programs and projects, working with various campus offices to resolve issues.
- Verify, evaluate, and interpret financial aid documents submitted by students for accuracy and completeness. Track incoming financial aid documents and follow up with students for any missing items.
- Attend financial aid trainings and conferences as assigned. Stay informed on legislation and other information pertaining to student aid issues.
- Provide Director with timely and accurate documentation, information, and status reports on a regular basis. Collaborate with other Student Services and campus departments as needed to provide accurate, comprehensive, holistic service. Make appropriate referrals to other offices as needed.
- May be required to work additional hours (evening and weekends) during peak processing times to meet critical deadlines. Assist with college events as needed which include occasional evening and weekend commitments.
- All other duties as assigned

Qualifications:

- **Bachelor's degree required. Two years financial aid or related higher education student services experience preferred.**
- Strong interpersonal skills and customer service background with emphasis on effective and efficient consumer education to reduce runaround.
- Excellent organizational, analytical, multi-tasking and time management skills.
- Excellent written and verbal communication skills.
- Ability to exercise sound professional judgment and work independently as well as a Student Services team member.
- Knowledge of general federal and state financial aid policies, procedures, and eligibility requirements, or strong interest and willingness to learn.
- Ability to research, interpret, and stay current on changes to federal, state and institutional financial aid policies, procedures, and regulations.
- Public speaking presentation skills.
- Strong computer knowledge and experience with Microsoft Office and electronic student aid processing
- Demonstrated ability to accurately manage a high volume workload with frequent interruptions in a fast paced environment to meet deadlines.

Please submit a cover letter, resume and salary requirements to: careers@ndc.edu