

**Hours:** 40 hours/week (1.0 FTE) Exempt

**Accountability:** Dean of Students

**Position Summary:** The Director of Financial Aid is responsible for leading the Financial Aid Office and certifying VA benefits for the institution, leading to a robust and integrated process for all Western Seminary students from the point of admission to graduation. The Director of Financial Aid works closely with multiple departments to ensure compliance with Title IV regulations, that accreditation standards are upheld, and that students are provided with exemplary financial aid services. The ideal candidate will demonstrate a knowledge of how to best leverage financial aid policies and procedures for the purpose of meeting recruiting and retention goals through the lens of service for all students.

**Essential Functions:**

- Provide direct oversight of the Financial Aid Office and personnel.
- Develop and direct student-centered financial aid strategies within the framework of federal and state regulations, best practices of the profession consistent with the Seminary's mission, and strategic enrollment objectives.
- Oversee the federal direct loan program.
- Oversee the award and disbursement of institutional grants and scholarships.
- Stay current with all relevant federal, state, and institutional regulations to ensure compliance.
- Serve as the primary certifying official for VA benefits for Portland and Online students and as back up for California Campuses.
- Coordinate system development and training for other certifying officials within the Seminary.
- Host a financial planning/wellness seminar (or webinar) once a year for all students.
- Create and lead a Financial Aid Committee for awarding scholarships.
- Collaborate with the Business Office to disburse, and ensure reconciliation of, Title IV funds.
- Provide necessary documentation to the Business Office for institutional financial audits, as necessary.
- Coordinate with the Financial Aid Counselor on responding to all Financial Aid questions and requests from students in a timely manner using the online ticket system.
- Annually review and maintain Financial Aid systems, policies, and procedures in accordance with federal regulations and best practices
- Provide recommendations for improvements of the Financial Aid Office to the Dean of Students to benefit student retention and lead to increased successful outcomes.
- Oversee the completion of reports or reviews as needed.
- Work with the Dean of Students on other duties that may be assigned.

**Outcomes:** Highly organized and effective policies and procedures that provide overall care and support to Western Seminary students, leading to implementation of improvements to the Financial Aid Office, based on metrics and data. All support offered to students through financial aid will drive recruitment and retention goals. These efforts will create an integrated and streamlined approach for how to best provide financial aid assistance and education for students, leading to improved overall student satisfaction.

**Qualifications:**

- Christian commitment and lifestyle consistent with the World Evangelical Alliance Statement of Faith and the Seminary's governing virtues.
- Bachelor's degree (Master's preferred) and 3-5 years' experience of successful administrative experience in a financial aid office, or a combination of relevant training and experience.
- Capability to deal effectively and appropriately with sensitive and confidential information.
- A willingness to facilitate teamwork among colleagues and within committees.
- Provide exemplary customer service and maintain composure in responding to difficult situations.
- Excellent project management and organizational skills.

- Ability for critical and logical thinking, good judgment, and problem solving.
- Demonstrated superior ability to handle data and records with a high degree of accuracy.
- Understanding of databases and data integration across financial aid systems; exposure to use of federal financial aid systems (EdConnect, COD, NSLDS, FAAAccess, DL Tools, etc.).
- Very high level of proficiency with PC computers and MS Office software is essential; familiarity with, or willingness and ability to learn other software required.