



EMPLOYMENT OPPORTUNITY

Date: October 2021

Open until filled

With questions regarding this position, please contact Stephen Buckland stephenbuckland@multnomah.edu 503.251.5337

Job Title: Assistant Director of Financial Aid

Reports To: Director of Financial Aid

Mission: *Provide support and work closely with the Director of Financial Aid to provide oversight for all aspects of the operation of the Office of Financial Aid.*

Primary Responsibilities:

Financial Aid Office Operations (30%) – Provide support and work closely with the Director of Financial Aid to provide oversight for all aspects of the operation of the Office of Financial Aid.

- Assume leadership of the office in the absence of the Director, coordinate Financial Aid office coverage.
- Oversee training (and cross-training) of Financial Aid staff.
- Ensure procedures are followed concerning data management, file maintenance, and confidentiality.
- Make sound independent decisions with professional judgment, while ensuring regulatory compliance.
- Develop and implement departmental policies and procedures as related to financial aid administration.
- Assist in compiling data and running reports to meet institutional needs.

Packaging Specialist and Senior Financial Aid Counselor (30%) - Engage with students regarding their eligibility for federal and institutional aid and the necessary application procedures. Receive and review student aid application material, using federal and institutional guidelines, assisting students in completion of application file and preparing each file for awarding and sending the official offer of financial aid.

- Responsible for a specific population providing students and families with individualized counseling in every part of the financial aid process, including verification, alternative financing, and responsible debt management.
- Provide regular outreach and follow-up to students on outstanding items such as incomplete or missing loan applications, financial aid forms, and other documents required for packaging.
- Determine financial aid eligibility of students based on institutional, state, and federal regulations; prepare detailed financial aid packages and award letters and certify student loan applications.
- Perform regular file reviews to ensure compliance with institutional, state, and federal regulations.
- Review all pertinent internal and external data and reports to ensure aid is being processed timely and accurately, including, but not limited to registration reports, ISIRs, and transfer credit evaluations.
- Provide Exit Counseling to graduating and withdrawn students.
- Calculate R2T4s for withdrawn students and return funds as needed through COD.
- Exercise discretion and demonstrate strong professional judgment when making decisions in special or complex circumstances; seek assistance from the Director and provide recommendations to best resolve these cases.
- Remain current on all institutional, state, and federal regulations and best practices; participate in regular training and professional development on best practices to ensure compliance with regulatory guidelines.
- Participate in campus visit events

State and Federal Grant and Loan Specialist (20%) - Serve as primary coordinator of the Federal Direct Loan and Pell Grant programs, and the Oregon Opportunity Grant program.

- Provide counseling to loan applicants and maintain required records.
- Submit loan and grant certifications, review loan eligibility and revise awards as needed.
- Examine Satisfactory Academic Progress for all student populations
- Coordinate the receipt of loan funds and subsequent disbursements with Student Accounts.
- Process credit checks for Parent PLUS loan borrowers via COD.
- Troubleshoot loan software problems with COD, CPS and PowerFAIDS.
- Certify and disburse Oregon Opportunity Grant funds, monitoring eligibility prior to award and disbursement.

MULTNOMAH UNIVERSITY

8435 NORTHEAST GLISAN STREET PORTLAND, OREGON 97220 PHONE: 503.255.0332 TOLL FREE: 800.275.4672 WEB: WWW.MULTNOMAH.EDU

Eligibility and Compliance Expert (10%) - Monitor student financial aid status and eligibility; assist Director with maintaining departmental compliance with Institution, State, and Federal Regulations.

- Oversee the Satisfactory Academic Progress process for all populations, notify students of status changes as needed
- Oversee the evaluation of year-end GPAs for academic scholarship renewal eligibility.
- Read with understanding the various federal communications received in the office.
- Attend various available training sessions via webinar or in person.
- Develop staff knowledge through research, reports and training.
- Ensure compliance with Title IV regulations and Consumer Information requirements.
- Ensure that the Financial Aid office procedures both comply with Institution, State, and Federal policy and regulations, and adhere to effective, efficient processing that complies with the Department of Education's standards while providing support for decision making, policy recommendations, and administrative improvements.

Default Manager (10%) - Manage the communication process for Exit Counseling and delinquent borrowers.

- Track students who have graduated or withdrawn and send Exit Counseling notifications.
- Communicate with delinquent borrowers and loan servicers providing updated contact information for former students.
- Oversee the SB 253 process with annual debt letters, prepare NSLDS history reports for students.
- Ensure institutional cohort default rate remains compliant.
- Conduct default prevention activities, provide students loan repayment options and financial literacy opportunities.

Qualifications:

Job Specific Requirements:

- Baccalaureate degree required.
- Minimum of three years of experience administering Federal Financial Aid programs.
- Advanced knowledge of Title IV regulations governing federal student aid including verification, need analysis, conflicting information, federal reporting requirements, and return of Title IV aid (R2T4).
- Prior experience with Title IV compliance regulations and requirements preferred.
- Demonstrated ability to classify and analyze complex data, apply understanding to financial aid eligibility criteria. Strong analytical and critical thinking skills required.
- Strong communication skills required to provide concise and high-quality counseling to students remotely.
- Time management skills and the ability to self-direct and manage dynamic re-prioritization of tasks to best serve student needs.
- Willingness to study and develop understanding of federal regulations as they relate to financial aid in general.
- Develop working knowledge of federal tax regulations as they relate to financial aid.
- Demonstrated initiative and mature work habits - including appropriate use of institutional time and resources for personal internet and phone usage per the Director's discretion.
- Willingness to cross-train with other financial aid staff and function in a teamwork environment.
- Cannot be in default on a federal student loan or in "owes repayment of a federal grant" status.
- Able to acquire and maintain access to all Dept. of Education resource sites such as NSLDS, CPS and COD.

General Employment Requirements:

Because we believe that professionally qualified, committed Christian personnel are key to the operation of a truly Christian university, and that not only teachers, but all employees, by the pattern of their lives, serve as role models to our students, all employment positions at Multnomah contain the following relating to required personal qualities:

- Employees will have received Jesus Christ as his/her personal Savior. John 1:12
- Employees will be in basic agreement with the institution's doctrinal statement.
- Employees will believe the Bible is God's Word and standard for faith and daily living. 2 Tim. 3:16-17
- Employees will be Christian role models in attitude, speech and actions towards others. This includes being committed to God's biblical standards for morality and sexual conduct. 1 Tim. 4:12, Luke 6:40, Col. 3:17, Titus 2:7-8, 1 Thess. 2:10 and 5:22.
- Employees will be actively involved in a local church.

**This is a full-time support staff position with benefits including medical options, dental, vision, life insurance and disability benefits, also paid holidays, vacation accrual and sick time all beginning the first day of the month following one month of employment.
A generous Employee Tuition Grant is available after 1 year of employment.**

To Apply, find the application link here: www.Multnomah.edu/Careers

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