

THE UNIVERSITY OF WYOMING JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Title: ASSOCIATE DIRECTOR, STUDENT FINANCIAL AID

Reports To: Designated Supervisor

UW Job Code: 3017

UW Job Family: 34 - Student Service Administration

SOC Code: 25-9099

FLSA: Exempt

Pay Grade: 24

Date: 12-1-96 (revised 12-21-00; 7-1-02; 11-4-02; 1-23-03; 7-1-04; 7-1-08)

JOB PURPOSE:

Assist the Director with the operational, financial and personnel functions of the Office of Student Financial Aid.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Monitor, evaluate, and recommend improvements to mechanisms for delivery of financial aid to qualified student applicants.
- Coordinate financial aid processing operations (utilizing, critiquing, and enhancing computer, paper, and customer service processes) and integration of aid programs.
- Analyze student eligibility for financial aid; review and approve student loans.
- Administer multiple student assistance programs (Federal and private).
- Advise students regarding financial aid opportunities and procedures; respond to inquiries from students and parents; interpret and explain government and other regulatory requirements relative to financial aid.
- Review, monitor, and adjust student aid awards as necessary.
- Resolve student appeals pertaining to their financial aid eligibility/awards.
- Collect and analyze data; prepare financial aid reports and applications for funds; prepare forms for office and student use.
- Present statewide programs to students and parents; compile and edit student financial aid informational materials; coordinate financial aid delivery to off-campus students.

SUPPLEMENTAL FUNCTIONS:

- Keep abreast of developments in the field of student financial aid by reviewing current literature and bulletins, attending workshops, training sessions, and the like.
- Act on behalf of Director.

COMPETENCIES:

- Attention to Detail
- Innovation
- Integrity
- Quality Orientation
- Influence
- Technical/Professional Knowledge
- Individual Leadership
- Work Standards

MINIMUM QUALIFICATIONS:

Education: **Bachelor's degree in a related field**

Experience: **4 years work-related experience**

Required licensure, certification, registration or other requirements: **None**

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Current federal, state and University regulations involving financial aid benefits.
- University accounting/budget system.
- Principles, practices, methodology, and procedures for the provision of student financial aid.
- A broad range of relevant multi-user computer systems, applications, and /or equipment.
- Current and developing information services capacity requirements to support operational needs and directions.
- Financial aid delivery mechanisms and new developments therein.
- Financial aid programs and processing operations.
- Federal and private student assistance programs.
- Rules and regulations governing student aid awards and procedures for manipulation.
- Conflict resolution practices, policies, and procedures.
- Data collection, analysis, and application.
- Technical form preparation and interpretation.
- Program development, implementation, and assessment.
- Off-campus student financial aid regulations and awards.
- Marketing and publications processes and procedures.

Skills and Abilities to:

- Perform under pressures associated with reporting deadlines.
- Supervise and train staff, including organizing, prioritizing, and scheduling work assignments.
- Plan, develop, coordinate, and direct student financial aid programs and initiatives.
- Identify and secure alternative funding/revenue sources.

- Use independent judgment, manage and impart information to a range of clientele and/or media sources.
- Relate to the community and effectively develop interpersonal skills, and the ability to communicate and work effectively with a diverse community.
- Examine and re-engineer operations and procedures, formulate policy, and develop and implement new strategies and procedures.
- Resolve customer complaints and concerns.
- Research, write technically and evaluate statistics.
- Travel from location to location.

WORKING CONDITIONS:

No major sources of discomfort, standard office environment. Regular travel required.

DISTINGUISHING FEATURES:

Assistant Director: The Assistant Director assists the Unit Administrator with the operational, financial, and personnel functions of the unit or directs a specified entity within the unit.

Associate Director: The Associate Director level acts with full-delegated authority as Director. As the Unit Administrator directs the operational, financial, and personnel functions of the unit including fiscal planning and management and strategic planning, hiring, firing, grievances and conflict resolutions, employee evaluations. The majority of support staff report directly to this level. The Associate Director level is the senior level and direct successor to the Unit's Appointing Authority in their absence.

In a Unit with both an Associate Director and Assistant Director Level: the Associate Director level is the level with a much broader scope of responsibility and is called upon to "act as Director with full decision-making authority in their absence." In a Unit with only one level (either an Associate Director or an Assistant Director), whichever level is present may be called on to temporarily "act on behalf of Director in their absence, as directed."

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.