

Assistant Director, Financial Aid Systems

Summary: This full-time, benefits-eligible position is responsible for delivering a high level of service to Queens' students, their families, and the University community by assisting in the oversight of the systems and technology supporting all financial aid functions, aligns all financial aid systems with federal and state regulations to ensure compliance, serves as liaison between Institutional Research and other departments whose system interface with financial aid. *This position is not exempt from provisions of the Fair Labor Standards Act (FLSA) and is eligible to earn overtime pay or compensatory time off for additional hours worked.*

Essential Duties and Responsibilities include:

- Responsible for the daily core operations for financial aid services and management of the FA Colleague Data System-PowerFaidS including all aspects of importing/exporting financial aid records/data, batch award processing, disbursing, reconciliation, beginning and end of semester/year reconciliation processes, and return to Title IV funds.
- Assists with management of entrance and exit loan interviews in accordance with federal regulations and keeps abreast of the latest methods of delivery.
- Assists the Executive Director of SFS with strategic planning and budgeting processes.
- Responsible for the system and technology setup of each new academic year.
- Responsible for testing new releases and updates to PowerFAIDS.
- Oversees all aspects of student eligibility, including evaluation, online processing, all related record keeping, and student notification.
- Collaborates with processing and reconciliation of federal and state programs.
- Assists with training current and new staff and assists the Executive Director with development and delivery of broader professional training.
- Assists the Executive Director with providing training and/or updates to other college units regarding changes to federal and state laws, regulations, and programs as appropriate.
- Works with Enrollment Services units, the Finance Office and other college units to resolve student issues.
- Assists the Director of Compliance with reviewing, interpreting, and implementing new federal and state laws and regulations.
- Assists with updating the Financial Aid Services policies and procedures manual.
- Maintains memberships and participates actively in appropriate organizations and attends conferences and regular training sessions.
- Assist the Executive Director with data requests and reporting as needed.
- Provides superior customer service to students and their families, co-workers, and other constituents.

Non-Essential Duties:

- Other duties and special projects may be assigned to meet department and University needs.

Experience, Knowledge and Skills Required:

- Proven excellent customer service skills and enthusiasm for providing exceptional service to a diverse population of graduate and undergraduate students, their families, staff, faculty, and other constituencies.
- Technically competent and proficient in Microsoft Office. Jenzabar and PowerFAIDS experience a plus.
- Solid problem-solving skills and the ability to analyze components and arrive at a logical course of action while knowing when to ask for assistance or direction.
- Strong written and verbal communication skills and a gift for identifying information that should be escalated immediately.
- Proven exceptional attention to detail and the ability to consistently produce error-free results.
- Excellent organization and follow-up / follow-through skills to ensure completion of assignments within established timeframes.
- Ability to thrive in a fast-paced environment and to effectively prioritize assignments to meet given deadlines.
- Ability to remain calm and resourceful in stressful situations.
- Ability to work effectively, independently and as a member of a team.
- Ability to use absolute discretion when dealing with sensitive, confidential materials; familiarity with FERPA a plus.
- Bachelor's degree in computer science, information systems or closely related field or equivalent combination of education and experience and experience in higher education preferred.

Application Process

Qualified candidates should submit the documentation listed below via email to **hr@queens.edu** in (.doc) or (.pdf) format. Incomplete applications will not be considered. Include the following:

1. A cover letter addressing the position qualifications and experience
2. Current CV or résumé
3. Salary requirements
4. Contact information for three professional references.

Be sure to include "**AD-FASys**" and **YOUR NAME** in your email Subject Line.
(**Example:** AD-FASys Shawn Mullin)

Applications received by November 30, 2021 will receive first consideration. Queens will continue to accept applications until the position is filled.

About Queens University of Charlotte

Located in the heart of the nation's second fastest growing metropolitan area, Queens University of Charlotte leverages the city's diverse and thriving environment as an extended classroom. Nationally recognized for

undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on supporting success for diverse learners, faculty build close and collaborative relationships with students and help them build intentional and individualized roadmaps for flourishing at Queens and beyond. At the graduate program level, the University offers innovative educational experiences that help learners advance professionally and retool for new opportunities. Our environs afford faculty myriad opportunities to advance their own professional growth and teaching and research interests by collaborating with vibrant industry, non-profit, and community organization sectors.

Because of our history of innovation and our legacy of strong leadership, **Queens is positioned to be among the new forerunners of American higher education.** This is a defining moment for Queens. While other institutions are focused on sustaining and surviving, we are thinking much bigger. Institutions that understand what is needed and are willing to reimagine what is possible can position themselves to thrive and strengthen their market position after the pandemic with innovative approaches that are deeply connected to the world and its greatest challenges.

By 2030, **Queens aspires to become the leading, private, national university of Charlotte** with deep, meaningful, and reciprocal connections to the needs of our local community and economy; inventive and multidisciplinary academic programs that are connected to the world's most pressing challenges and biggest areas of opportunity; a fully connected, integrated, and innovative set of experiences that support holistic wellness and wellbeing; a culture of continuous improvement and investment that enables faculty and staff to flourish and achieve their full potential; and a comprehensive approach to diversity, equity, and inclusion that begins on campus and radiates throughout the community.

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, child birth and conditions related to pregnancy or child birth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs, veteran status, genetic information or any characteristic protected by law in the administration of its educational and admissions policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704.337.2222.

Benefits

Queens offers comprehensive benefits to eligible employees, including: medical, dental and vision insurance, domestic partner benefits, defined contribution (matching) and supplemental 403(b) retirement plans, vacation and generous paid holidays, tuition remission and tuition exchange, Queens-paid life insurance, supplemental life insurance, dependent life insurance, accidental death and dismemberment insurance, flexible spending accounts (medical, dependent care, Health Savings Account), sick leave and long-term disability leave, paid parental leave, FMLA leave when eligible, reduced cost meals at Morrison Dining Hall, employee assistance program (EAP), free access to the Levine Center, wellness programs. In addition, employees may choose benefits such as pet insurance, critical care insurance and legal assistance.

Physical Requirements (*with or without reasonable accommodation*)

- *Visual Abilities:* Read reports, create presentations, and use a computer system.
- *Hearing:* Hear well enough to communicate with co-workers, vendors, and students.

- *Dexterity, Grasping, Feeling:* Write, type, and use the telephone, copier, and computer systems.
- *Mobility:* Open files and operate office machines; move between departments and attend meetings across campus.
- *Talking:* Frequently convey detailed or important instructions and ideas accurately, loudly, or quickly.
- *Lifting, Pulling, Pushing:* Exert up to 25 pounds for force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- *Cognitive/Emotional:* Ability to critically think and concentrate. Must be able to respond quickly to changes in conditions.

Work Conditions

- Work in office environment, involving contact with students, parents, faculty, staff, service providers and vendors.
- Work has deadlines, multiple interruptions, high volume and may be stressful at times.

This description is not intended to be an all-inclusive list of the duties and responsibilities of this positions, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended to describe the general nature of this position.