



Scott Healy & Associates

QUEENS
UNIVERSITY
of
CHARLOTTE

Executive Director, Financial Aid and Student Accounts

Queens University of Charlotte, in partnership with the national search firm **Scott Healy & Associates**, is seeking applications and nominations for knowledgeable and proven leader for the position of **Executive Director of Financial Aid and Student Accounts**. The Executive Director will set on the enrollment management leadership team to set the vision and strategic direction for all financial aid and student account programs. S/he will be responsible for the execution and implementation of those plans, bringing significant student-centric and financial aid strategy experience in university financial aid and enrollment management, an eye toward process improvement, and will have a record that demonstrates exemplary leadership and administrative effectiveness while facilitating superior service to the entire University community. S/he will possess a demonstrated knowledge of the major elements of and current best practices in successful student financial aid (merit, athletic, and need-based) leadership, embrace and maximize technology, understand student market trends and issues, and possess extensive knowledge of current federal regulations and policies and prior responsibility of the A-133 annual audit process. The Executive Director will report to the Vice President of Enrollment Management and Marketing (VPEMM), and work closely with the University CFO to most effectively allocate Queens' financial aid resources.

Responsibilities:

This full-time position is responsible for the overall leadership and supervision of Queens' financial aid and student account departments, approximately 12 people. Among the Executive Director's most immediate priorities are:

- Directs the staff in implementing, awarding, and monitoring federal, state and University financial aid programs. Provides leadership, guidance, and training to staff on student service excellence;
- Administers and coordinates all institutional aid;
- Analyzes and reports on financial aid trends, sharing regularly with the VPEMM and CFO;
- Tracks and reports on financial services trends in higher education;
- Develops short/long-term strategic goals for financial aid and student accounts that align with University strategies;



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- Ensures that students and parents receive accurate, helpful and timely information regarding financial plans/eligibility, and that all students (new, re-entry, and continuing) are aware of their financial obligations to the University as well as financial resources available to them;
- Researches and develops additional financial aid resources;
- Ensures audit compliance for all programs;
- Reviews new federal and/or state aid programs and establishes and maintains the infrastructure required to deliver these programs to eligible students;
- Ensures all aid is paid in a timely manner and in compliance with regulating agencies;
- Reconciles federal and state scholarships and loans with outside agencies and the finance office;
- Ensures ongoing maintenance and coordination of the computerized financial aid management systems;
- Collaborates with all enrollment services offices to establish office procedures and records to ensure compliance with state and federal regulations;
- Maintains a high level of professionalism and quality of service to students;
- Prepares required federal, state and institutional reports and department budget;
- Administers federal and state programs within established regulations and guidelines;
- Represents the University with external constituencies such as federal and state government agencies, professional organizations and high schools;
- Oversees student accounts and billing.

Qualifications:

- Seven (7) years or more experience in higher education financial aid services with at least five (5) years progressively responsible experience in a leadership/supervisory capacity;
- Experience in accounting practices;
- Demonstrated experience in technology including database management, Microsoft Office, reporting software (PowerFAIDS preferred);
- Demonstrated experience in promoting collaborative decision-making processes and working with diverse populations;
- Proven ability to convey complex technical information and policy issues in a concise, easily understood manner to a wide range of constituencies;
- In depth, current knowledge of principles, practices, methodology, and procedures for the provision of student financial aid and the ability to apply that knowledge to ensure goals are met;
- Experience with the University budget process as well as an overview of A/R;
- Excellent presentation, written and verbal communication skills;
- Strong interpersonal skills with the ability to quickly build and maintain rapport with students, parents, faculty and staff;
- Superior organizational and problem resolution skills, including exceptional project management skills and a reputation for delivering results on time and within budget;



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- Strong customer service and/or student advocacy skills as demonstrated by a positive attitude of approachability and adaptability;
- Ability to create an inclusive environment in which all people are valued and supported;
- Proven ability to supervise and train staff including organizing, prioritizing, and scheduling work assignments as well as development and implementation of strategic and operating goals and employee development plans. Strong team building skills required;
- Proven ability to interact effectively as a member of a team and work collaboratively with other departments;
- Proven ability to listen to customers (e.g. students, staff, etc.) and to understand and respond positively to their requests;
- Strong negotiation skills and a track record of reaching win/win resolutions to challenging situations;
- Bachelor's degree required, Master's degree preferred.

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.

Application Process:

Queens University of Charlotte is partnering with the national search firm **Scott Healy & Associates** for the **Executive Director, Financial Aid and Student Accounts** search. All applications and nominations are to be directed electronically to the University's search consultant:

Mr. Jamie Marcus
Senior Associate Vice President
Scott Healy & Associates
jamiemarcus@scotthealy.com

Complete applications will include the following:

1. Cover letter outlining your interest and qualifications for the Executive Director position;
2. Updated and complete Resume;



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3. List of five (5) professional references including name, title, contact information and relationship to you.

Applications received by **February 1, 2021** will receive priority consideration. The position will remain open until filled.

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.