



WESTMONT

Associate Director – Systems (Full-time) **Office of Student Financial Services**

Position Summary: This position is the point person for all systems related activity in Student Financial Services (SFS), including providing user support, maintaining a detailed knowledge of how departmental and related college systems operate, and ensuring the ongoing integrity of the data housed in SFS systems. The employee will oversee the integration of financial aid and student accounts data, providing accurate and timely information to students and families. Additionally, the successful employee will be aware of systems and software currently in use within the financial aid industry and continually be on the lookout for new technologies that will allow SFS to deliver exceptional customer service more effectively. Responsible for providing technical support for and maintenance of PowerFAIDS, Net Partner, EdConnect, and data interfaces with the offices of Admission, Student Records, and Student Accounts/Business Office. Will also troubleshoot systems and resolve data discrepancies, including monthly reconciliation of student financial aid records. Responsible for data interface with US Department of Education to certify eligibility for federal education loans and process federal education loans and grants.

Qualifications: A bachelor's degree is required. Familiarity with computing and information systems is required, as are strong analytical and mathematical skills. Knowledge of MS Excel and Access is required. A basic understanding of SQL or other relational database reporting tools is helpful, but not required. Strong conceptual, logical, and problem solving skills are critical. Must have an ability to make timely and sound decisions. The successful candidate will have good interpersonal skills and an ability to work with people with varying levels of technical competency. Must have an ability to communicate complex, technical material clearly, both verbally and in writing, as well as ability to manage multiple, concurrent high-priority responsibilities and deadlines. This role requires an ability to treat sensitive information with confidentiality.

Responsibilities

Under the general direction of the Director of Student Financial Services, the Associate Director of Student Financial Services Systems will:

- Work collaboratively with Information Technology to ensure effective management of existing Student Financial Services (SFS) software systems as well as the implementation of new software solutions
- Manage the various systems and software applications that are used in the SFS area (PowerFAIDS, Net Partner, EdConnect, etc.)
- Ensure that data integrations and kept in working order and updated, as needed (e.g., Salesforce, Colleague, etc.), troubleshooting as needed
- Manage the process of crediting students' accounts with financial aid funds from college, state, federal, and private sources
- Have primary responsibility for maintaining student account records, including posting payments and sending regular communication regarding billing statements
- Upload and download student & parent loan and grant data to/from the US Department of Education COD system via EdConnect and PowerFAIDS
- Upload and download FAFSA data/ISIR corrections to/from federal processor and PowerFAIDS

- Provide regular notices to students to inform them of the status of their financial aid application and student account
- Inform SFS counselors of data-related issues as they arise
- Send timely loan disbursement notifications to students and parents (to remain compliant with federal regulations)
- Complete and maintain monthly reconciliation records for federal and state grant and loan programs
- Create reports for SFS staff as needed
- Keep up to date with changing technological needs and requirements imposed by federal regulations to ensure compliance
- Serve as a resource to SFS staff for technology-related issues, including providing input on how anticipated changes might affect electronic processes
- Be engaged in continuous improvement of SFS processes to better serve our students and their families
- Provide basic maintenance and upkeep of the Westmont Student Financial Services website
- Work with IT staff to research, test, install, and maintain software and data exchanges (e.g., PowerFAIDS, EdConnect, ELM, Net Partner, Student Records/Registrar's Office, Admissions and enrollment management consultants)
- Provide data to complete financial aid surveys and key data sheets; planning, coordination, and implementation of all reporting related to financial aid
- Provide backup customer service (by phone and at the front desk) and document intake functions when needed by the Student Financial Services Assistant
- Work collaboratively and harmoniously with co-workers, students, faculty, staff, and others by sharing ideas and resources willingly, constructively, and positively, listening to and objectively considering and respecting the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments; keeping your supervisor and others who may be affected informed about work progress; addressing problems willingly and constructively to discover practical and lasting solutions acceptable to all parties; working promptly toward reconciliation and forgiveness during conflict; respecting the diversity of our community in words and deeds

Reports to: Director of Student Financial Services

09.2021