



JOB INFORMATION

Job Code:	137415
Job Title:	Financial Aid Program Manager I
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Financial Aid
Job Family Group:	Academic Advising and Career Counseling
Management Level:	5 Manager

JOB SUMMARY

Manages the staff and operations of a financial aid office in a school or a distinct unit within the university financial aid office.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Master's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		3 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Lead or supervisory experience in financial aid counseling.
	X	Knowledge of USC financial aid programs, plans and systems as well as external programs and policies.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Manages the staff and operations of a financial aid office in a school or a distinct unit within the university financial aid office. Recruits, screens, hires, trains, schedules and assigns work. Assesses performance and provides feedback. Counsels or disciplines as needed. Identifies and recommends opportunities for staff training and professional growth.				
Sets goals and objectives for assigned program and measures performance against objectives. Recommends changes or enhancements to existing programs based on continuous feedback and evaluation.				
Resolves difficult problems referred by others and provides technical guidance, as required. Provides policy interpretation and reviews and decides exception requests as deemed appropriate.				
Counsels student applicants and parents on matters concerning financial aid packages. Evaluates student problems and requests regarding financial aid awards and takes appropriate action. Integrates financial counseling with student housing circumstances, academic goals, extracurricular plans and career objectives.				
Reviews financial aid packaging and processing, ensuring that processes and decisions are in compliance with internal and external guidelines and regulations.				
Develops and administers budgets. Monitors and controls disbursement of scholarship, emergency loans and other types of financial awards.				
Interfaces with donors, external agency representatives, lenders, and professional counterparts at other educational institutions to exchange information, resolve problems and provide reports as requested.				
Plans and conducts workshops, seminars and lectures to provide information about financial aid programs and services to students, parents and others. Prepares communications materials to publicize financial aid programs and services.				
Coordinates the design and delivery of programs and services with other university offices. Establishes and maintains ongoing communications with university counterparts to ensure integrated efforts.				
Coordinates the maintenance and enhancement of internal record-keeping and data management systems. Monitors data for reliability. Analyzes data and generates statistical reports for use in assessing financial aid services and trends. Prepares conclusions and recommendations as part of report preparation.				
Maintains professional currency through active participation and leadership in associations and committees both internal and external to the university.				
Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with Department of Public Safety. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.