



JOB INFORMATION

<i>Job Code:</i>	137416
<i>Job Title:</i>	Financial Aid Program Manager II
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages through multiple layers of subordinate supervisors.
<i>Job Family:</i>	Financial Aid
<i>Job Family Group:</i>	Academic Advising and Career Counseling
<i>Management Level:</i>	5 Manager

JOB SUMMARY

Directs activities and manages staff responsible for university-wide undergraduate and graduate financial aid.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
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

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		5 years	
	X	7 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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Managerial experience in university financial aid or financial services industry

Other Job Factors

JOB ACCOUNTABILITIES				
	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Directs activities and manages staff responsible for university-wide undergraduate and graduate financial aid. Collaborates closely with director to set strategic direction for university-wide undergraduate and graduate financial aid including, but not limited to, management of university financial aid (fund management); allocation of merit and need based aid; participation in student loan programs; compliance with Title IV and other federal aid programs; coordination of overall financial aid and collaboration with academic units to maximize return on aid.				
Directly or indirectly manages all staff assigned to department, usually through subordinate managers and supervisors. Determines overall staffing needs based on departmental goals and objectives. Reviews proposed salary administration actions including increases, promotions and reclassifications. Approves plans for staff training and professional development activities.				
Establishes goals, allocates resources and provides on-going assessment of progress toward university objectives. Ensures fund management and forward financial commitments are accurately modeled and properly executed. Adjusts operations as necessary to meet objectives for need analysis, packaging, appeals, aid coordination, customer services, student lending, and all other critical service areas. Reviews and evaluates existing programs for effectiveness and efficiency and makes modifications as appropriate.				
Projects impact of changes in academic, admission, federal and state policies in relation to financial aid packaging and on net tuition revenue, class quality and other critical outcomes. Identifies critical financial aid factors and the impact on enrollment and re-enrollment decisions. Determines impact of institutional grants in the probability of enrolling.				
Develops financial aid strategies and plans consistent with enrollment management objectives. Directs and manages the efforts of financial aid staff to ensure implementation of all plans. Assesses effectiveness of efforts and modifies as needed to ensure compliance with state and federal regulations.				
Directs activities and manages staff responsible for coordinating outside awards according to federal, state and university standards.				
Develops and manages financial aid counseling services, collateral materials and information campaigns for one or more of the following areas: student lending, packaging, appeals, aid coordination, grants, escalated customer service issues, federal work study, general fund management, need analysis and processing.				
Designs and develops collaborative strategies to support the Student Services Center and other offices serving prospective and enrolled students.				
Develops and administers budgets in conjunction with subordinate managers. Monitors program performance to plan and regularly analyzes for variances or trends. Approves expenditures and budget adjustments as authorized.				
Provides leadership to promote and maintain integrity, accuracy and timeliness in the delivery of financial aid to students.				
Develops and manages goals and objectives for system enhancements and new technologies. Directs processes for all system modifications needed to support updated and/or new federal or state regulations. Researches and directs new technologies for the efficient delivery of financial aid services.				
Resolves complex problems referred by managers and supervisors. Provides policy and regulatory interpretations as needed. Responds to requests from senior administrators and other university officials for assistance and expertise.				
Communicates with campus constituencies, volunteers, prospective students, parents and university personnel regarding undergraduate and graduate financial aid issues. Serves as official source of information on financial aid issues.				
Develops public relations messages to be utilized by faculty, staff and volunteers in recruitment planning and conversion activities. Monitors communications materials to ensure consistency of information. Directs and manages new and continuous training programs to ensure quality service and accuracy of information to all constituencies.				
Ensures that planning efforts are integrated with those of other university offices. Negotiates priorities and resolves conflicts in student financial aid packaging, aid coordination, appeals, lending or customer service.				
Maintains professional currency through active participation and leadership in associations and committees both internal and external to the university.				

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.