AUBURN
Human Resources

Asst Dir, Financial Aid & Scholarships

Job Description

JOB INFORMATION

Job Code	AD29
Job Description Title	Asst Dir, Financial Aid & Scholarships
Pay Grade	FO10
Range Minimum	$60,970
33rd %	$75,190
Range Midpoint	$82,300
67th %	$89,420
Range Maximum	$103,640
Exemption Status	Exempt
Approved Date:	8/18/2026 5:17:05 PM
Legacy Date Last Edited	11/10/2022

JOB FAMILY AND FUNCTION

Job Family:	Financial & Business Operations
Job Function:	Student Financial Services

JOB SUMMARY

The Assistant Director, Financial Aid & Scholarships supervises staff and provides operational leadership for assigned financial aid and scholarship processes, including scholarship administration, aid adjustments, federal aid functions, and student service workflows. This position interprets and applies federal, state, institutional, and donor-related requirements to resolve complex student, operational, and compliance matters involving aid eligibility, cost of attendance, overawards, withdrawals, and required aid adjustments. The Assistant Director serves as a functional expert and supports staff development, process documentation, audit readiness, and consistent service delivery across the integrated Office of Financial Aid & Scholarships.

RESPONSIBILITIES

- Provides operational leadership for assigned financial aid and scholarship functions within the Office of Financial Aid & Scholarships including scholarship administration, aid adjustments, federal aid processes, and student service workflows, ensuring accurate, timely, and compliant administration of student aid.
- Oversees or supports assigned federal aid and compliance processes, which may include federal and private loan processing, Return to Title IV calculations, FAFSA verification, Federal Work-Study, withdrawal reviews, professional judgment referrals, appeal options, and required aid adjustments.
- Interprets and applies federal, state, institutional, and donor-related requirements to resolve complex student, operational, and compliance-related matters involving aid eligibility, cost of attendance, overawards, conflicting resources, withdrawal impacts, or required aid adjustments.
- Serves as a functional expert and primary resource for staff, students, academic units, and campus partners regarding financial aid and scholarship processes, systems, timelines, policies, regulatory requirements, donor guidelines, and annual awarding expectations.
- Oversees assigned student appeals processes, where applicable, including Satisfactory Academic Progress (SAP) appeals, scholarship appeals, professional judgments, dependency appeals, special circumstances, and cost of attendance adjustments, ensuring consistent review, documentation, communication, and compliance with applicable requirements.
- Supervises assigned staff responsible for financial aid and scholarship operations, including assigning and reviewing work, providing day-to-day functional guidance and coaching, monitoring performance, supporting accountability, and ensuring consistent service delivery.
- Evaluates scholarships, outside resources, fellowship payments, tuition benefits, departmental awards, and other forms of assistance to determine impact on cost of attendance, financial need, aid eligibility, overawards, excess resources, and Title IV compliance.
- Provides functional coaching, cross-process guidance, and subject matter expertise to assigned staff to strengthen operational knowledge, compliance awareness, continuity of operations, accountability, and consistent application of integrated financial aid and scholarship processes.

RESPONSIBILITIES

- Collaborates with systems and data staff to test, verify, troubleshoot, and document awarding, renewal, cancellation, reconciliation, reporting, and aid adjustment processes to support accuracy, audit readiness, and consistent application of procedures.
- Identifies and implements process improvements, procedural updates, annual awarding instructions, and communication strategies that support operational consistency, compliance, service delivery, and the continued integration of Financial Aid & Scholarships; provides subject matter input to training and reference materials developed for staff and campus partners.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	in no specific discipline. A degree in Business Management, Finance, or Accounting is desired.	and	6 years of	experience in Financial aid and/or scholarship administration, student financial services. 2 years of experience directly supervising full-time employees preferred.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of federal, state, institutional, and donor-related regulations, policies, and procedures governing the administration of financial aid and scholarship programs.	
Knowledge of Title IV federal student aid requirements, including aid eligibility, cost of attendance, overawards, Return to Title IV, FAFSA verification, Federal Work-Study, loan processing, and required aid adjustments.	
Knowledge of scholarship administration processes, including selection support, awarding, renewal, cancellation, reconciliation, donor requirements, and coordination with academic colleges, departments, and campus partners.	
Ability to interpret, apply, and communicate complex financial aid and scholarship regulations, policies, procedures, and system requirements to students, staff, and campus partners.	And
Ability to supervise, coach, and provide functional guidance to staff responsible for financial aid and scholarship operations.	
Ability to exercise sound judgment, critical thinking, and problem-solving skills in resolving complex student, operational, compliance, and service-related matters.	
Ability to manage multiple priorities, meet deadlines, maintain accuracy, and exercise strong attention to detail in a high-volume, compliance-driven environment.	
Ability to collaborate effectively with staff, supervisors, academic units, campus partners, and external stakeholders to support coordinated service delivery and operational consistency.	
Skill in reviewing, analyzing, and reconciling student aid information, scholarship data, eligibility requirements, and related records to support compliance, data integrity, reporting, and audit readiness.	
Skill in using student information systems, financial aid management systems, reporting tools, and related technology platforms, such as Banner or similar systems.	
Ability to develop and maintain process documentation, annual awarding instructions, communication resources, and operational guidance; ability to provide subject matter input for staff training and reference materials.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Ability to maintain current knowledge of financial aid regulations, industry practices, institutional procedures, and system changes through ongoing training, professional development, and communication with financial aid professionals.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.			Required	

REQUIRED PRE-EMPLOYMENT/ONGOING SCREENINGS

Financial History Check

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Climbing		X				
Stooping/ Kneeling/ Crouching		X				
Reaching		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Vision Requirements:

Requires performing and/or viewing work on a computer screen for the majority of the day. Ability to view and interpret information on a computer screen for long periods of time.

Travel Requirements:

In-State