AUBURN
Human Resources

Dir, Financial Aid & Scholarship Operations

Job Description

JOB INFORMATION

Job Code	KB11
Job Description Title	Dir, Financial Aid & Scholarship Operations
Pay Grade	FO13
Range Minimum	$85,560
33rd %	$108,380
Range Midpoint	$119,790
67th %	$131,200
Range Maximum	$154,020
Exemption Status	Exempt
Approved Date:	9/15/2026 5:20:51 PM
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JOB FAMILY AND FUNCTION

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

JOB SUMMARY

The Director of Financial Aid and Scholarship Operations provides leadership and administrative oversight for financial aid and scholarship operations, including operational planning, systems administration, compliance support, training, quality assurance, reporting, and organizational effectiveness. The position oversees operational leaders and supporting infrastructure to promote accurate, consistent, and efficient administration of financial aid and scholarship programs while supporting compliance, student-centered service, continuous improvement, and the goals of the Office of Financial Aid and Scholarships.

RESPONSIBILITIES

- Directs the administration and integrated planning of financial aid and scholarship operations by establishing service standards, priorities, performance expectations, and accountability measures while ensuring alignment of staffing, workflows, timelines, communications, training activities, and service delivery objectives.
- Leads, develops, and evaluates assigned managers, administrators, coordinators, and professional staff; establishes performance expectations, supports leadership development, promotes accountability, and fosters collaboration across operational, compliance, and training functions.
- Establishes operational standards and champions process improvement initiatives that enhance efficiency, consistency, accuracy, compliance support, service delivery, and organizational effectiveness.
- Coordinates operational readiness for financial aid and scholarship administration by aligning business processes, system-supported workflows, annual aid-cycle activities, training needs, reporting requirements, and cross-functional implementation efforts to support effective service delivery and organizational objectives.
- Directs reporting, reconciliation oversight, performance monitoring, quality assurance review, and analytical activities used to assess organizational effectiveness, identify operational risks and improvement opportunities, prioritize corrective actions, and support informed decision-making and continuous improvement.
- Provides oversight of the framework supporting compliance administration, quality assurance, audit readiness, internal controls, procedural documentation, and risk mitigation activities to promote consistent application of federal, state, institutional, donor-funded, and athletics-related requirements.
- Collaborates with Enrollment Management leadership, Student Financial Services, Student Accounts, the Registrar, Undergraduate Admissions, OIT, academic units, Athletics, software vendors, and other stakeholders to align business processes, system requirements, aid administration activities, communications, and student service outcomes.

RESPONSIBILITIES

- Provides administrative oversight of leaders responsible for financial aid and scholarship processing, compliance administration, staff training, quality assurance, and related student financial assistance functions to promote consistency, collaboration, workload management, and continuity of operations.
- Advises the Assistant Vice President and Executive Director regarding operational priorities, organizational risks, resource needs, process improvements, system concerns, regulatory impacts, and opportunities to strengthen financial aid and scholarship administration.
- Represents the Office of Financial Aid and Scholarships on committees, project teams, system implementations, process improvement initiatives, and institutional discussions involving financial aid and scholarship operations, compliance, student service, and business processes.

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	Supervises others with full supervisory responsibility.

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 Business, Finance, Accounting, Higher Education Administration or relevant.	and	7 years of	progressively responsible student financial aid experience in which two (2) years include managing an administrative function. Must have one (1) year experience directly supervising full-time employees.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Advanced knowledge of federal and state financial aid regulations, institutional scholarship administration, student financial assistance programs, and associated operational, compliance, and service delivery requirements.	
Knowledge of financial aid, scholarship, and student information systems; reporting and document management tools; communication platforms; and other technologies supporting financial aid and scholarship operations.	
Ability to direct complex operations, establish priorities, allocate resources, manage organizational risk, and oversee multiple functional areas in a high-volume, compliance-driven environment.	
Ability to interpret and apply federal, state, institutional, donor-funded, athletics-related, and program-specific requirements to support consistent and compliant operations.	
Ability to evaluate operational performance, quality assurance results, audit findings, business processes, and data to identify risks, implement corrective actions, and improve organizational effectiveness.	
Ability to lead, develop, and evaluate managers and professional staff while promoting collaboration, accountability, cross-training, leadership development, and continuity of operations.	
Ability to develop and maintain operational frameworks for compliance support, training, quality assurance, procedural documentation, and continuous improvement.	
Ability to communicate effectively with university leadership, campus partners, students, families, software vendors, auditors, and other internal and external stakeholders.	
Ability to build collaborative partnerships and coordinate cross-functional initiatives involving financial aid, scholarships, enrollment management, student services, information technology, athletics, and academic units.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Ability to maintain confidentiality, exercise sound judgment, and work effectively with student records, financial aid and scholarship information, compliance documentation, institutional systems, and other sensitive or protected information.	
Ability to resolve complex operational issues and advise leadership regarding risks, priorities, resources, and operational strategy.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				
	Certified Financial Aid Administrator		Desired	

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				15 lbs
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; Domestic