



**Virginia Union University**  
**1500 N. Lombardy Street**  
**Richmond, VA 23220**

**Vacancy Announcement**  
**Assistant Director of Financial Aid**  
Office of Financial Aid

The Assistant Director reports to the Director for Financial Aid. He/She serves as the Director for Financial Aid in their absence. This Assistant Director works with his/her staff to increase opportunities for student access to affordability and quality education at Virginia Union University. The Assistant Director will design, manage, and maintain an infrastructure that will support the growth and innovation of the department.

**General Description and Responsibilities:**

- Manages the day-to-day activities of the office.
- Serve as primary backup for the Director of Financial Aid, in Director's absence, for items related to Systems and Operations.
- Lead and supervise staff.
- Serve as backup as needed based on staff vacancies in the Financial Aid Office related to Systems and Operations.
- Monitor and interpret new and updated federal and state regulations.
- Compile, analyze, and report on data to various audiences.
- Assist with federal and state audits and the Fiscal Operations Report and Application to Participate (FISAP).
- Maintain and update, as needed a comprehensive financial aid policies and procedures manual that ensures compliance with federal and state regulations and guidelines. In consultation with Director of Financial Aid, recommend policy and procedural changes to ensure compliance with changing regulations.
- System Administrator for the Financial Aid Management System, PowerFAIDS.
- Assist with Parameter Roll Forward for PowerFAIDS and annual set-up.
- Test PowerFAIDS new releases, consult with Director as needed for required decisions, and communicate updated/new features to staff as appropriate.
- Maintain the Net Price Calculator.
- Assess and support the expansion of PowerFAIDS to increase usage, efficiencies, and enhance communications.
- Create, run, and merge reports from PowerFAIDS and Student Information System for various departments and agencies as needed or required.

- Manage Campus Logic including creation of documentation, import into PowerFAIDS, staff training, annual set-up, and resolution of any errors/issues.
- Coordinate the federal verification review process and ensure compliance with all documentation and review requirements.
- Oversee all aspects of one or more federal, state, or institutional programs including, but not limited to serving as the office expert, reconciliation, error resolution, awarding, reporting, etc.
- Serve as department compliance expert, including oversight of Consumer Information.
- Assist with the Satisfactory Academic Progress process.
- Provide oversight and support for communications, forms, and documents, as related to systems and operations.
- Coordinate and oversee Loan Default Management including, but not limited to, evaluation of Preliminary Cohort Default Rate, communicating with students, reviewing reports from Federal Loan Servicers, and in-person exit counseling sessions. Collaborate with Student Connections, a student loan management organization as needed.
- Monitor default prevention program in conjunction with lenders and servicers, and assist in the development and implementation of financial planning and debt management education.
- Coordinate with other departments across campus for interpretation and implementation of procedures and policies related to financial aid systems, especially compliance.
- Represent the Financial Aid Office on various campus committees as needed.
- Staff training related to updated/new federal, state, and institutional policies and procedures, along with areas of responsibility as needed.
- Oversee data accuracy, integrity, quality, and retention; including periodic reviews of system records and funds for accuracy and status checks.
- Remain proficient and current on systems and financial aid regulations through federal and state financial aid agency websites.
- Attend professional development courses/conferences as budget allows.
- Manage all aspects of processing a high volume of Federal and alternative educational loans, to include communication with lenders, guarantors and servicers.
- Actively monitor loan fund delivery to ensure timely disbursement of funds.
- Maintain University compliance with federal regulations and codes of ethics regarding loan programs.
- Monitor compliance of lenders and servicers with federal regulations and codes of ethics.
- Assist students and parents regarding basic financial aid information.
- Set up and coordinate exit interviews for students approaching repayment of their student loans after graduation, withdrawal or leave of absence.
- Coordinate compilation and mailing of annual loan histories.
- Counsel students and parents with regard to areas of financial aid including applications, procedures, awarding, reporting requirements and deadlines for eligibility of various programs.
- Compare information on the FAFSA to the tax forms. Request additional documentation for any data items that need clarification. Have recalculation done for records that are not within limits. Follow verification procedures for all records.
- Assist with all other office functions and related duties as requested by the Director.

**Qualifications:**

- Bachelor's degree and previous financial aid experience is required.
- Proficiency with Microsoft Office Suite.

- Experience with database management.
- Title IV regulations governing federal student aid.
- Experience with various Financial Aid systems (COD, FAA Access, NSLDS, EDConnect, SAIG Mailbox, etc.).
- Understanding of compliance and consumer information.
- Ability to work independently and as part of a team.
- Oral/written communication skills with the ability to articulate complex issues clearly
- Responsibility handling confidential information.
- Ability to work independently and manage timelines in a deadline driven environment
- 5 years or more experience in a financial aid environment.
- Must be familiar with OpenNet or similar loan processing software and proficient with using COD and NSLDS.
- Strong experience in a MS Windows-based environment, Direct Lending and PowerFAIDS is strongly preferred.
- Must possess strong oral and written communication and interpersonal skills with the ability to deal with a wide variety of people served by the Financial Aid Office.
- Must be willing to read and keep up-to-date with the myriad of changes to Financial Aid policies (federal, state and University).
- Incumbent must be willing to work weekends and evenings, as necessary, to meet position responsibilities.
- Must be able to handle difficult clients/students.
- Must possess the ability to handle stress in a busy office environment and work as part of an office team.
- Confidentiality is of the utmost importance.

**Salary:** Commensurate with experience

**Applications Deadline:**

Review of candidate materials will begin immediately and will remain open until filled. Applications should include a resume with three references and a cover letter and should be emailed to [Resumes@vuu.edu](mailto:Resumes@vuu.edu). Please call (804) 257-5841 with any questions.

The selected applicant may be required to submit to a background investigation. VUU is an Equal Opportunity Employer. We consider qualified applicants with regard to race, color, religion, sex, national origin, sexual orientation, disability, gender identity, protected veteran status, or other protected class.

**For more information about Virginia Union University, visit <https://www.vuu.edu/about-vuu>**

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