

Assistant Director - Financial Aid and Scholarships Office
(0307U) - 1724 - 1724
University of California Berkeley

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Posted Oct. 4, 2019, expired Jan. 31, 2020

Job Title	Assistant Director - Financial Aid and Scholarships Office (0307U) - 1724 - 1724
Department	Financial Aid and Scholarships Office
Institution	University of California Berkeley Berkeley, California
Date Posted	Oct. 4, 2019
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Associate/Assistant Director
Academic Field(s)	Financial Aid
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Job Description

Assistant Director - Financial Aid and Scholarships Office (0307U) - 1724 - 1724
About Berkeley

The University of California, Berkeley, is one of the world's most iconic teaching and research institutions. Since 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world. Berkeley's culture of openness, freedom and acceptance academic and artistic, political and cultural make it a very special place for students, faculty and staff.

Berkeley is committed to hiring and developing staff who want to work in a high performing culture that supports the outstanding work of our faculty and students. In deciding whether to apply for a staff position at Berkeley, candidates are strongly encouraged to consider the alignment of the Berkeley Workplace Culture with their potential for success at

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Departmental Overview

Financial Aid and Scholarships Office (FASO) leadership has engaged with campus stakeholders on approaches to controlling or eliminating student debt and has strategized with multiple faculty committees, including the Academic Senate Committee on Undergraduate Scholarships, Honors, and Financial Aid (CUSHFA); the Coordination Board; and the Gimlet Group. FASO has also partnered with the Development Office of Student Affairs (DOSA) on fundraising strategies and the engagement of donors to actively reduce student debt at UC Berkeley. FASO is part of the national conversation on student debt with the National Direct Student Loan Coalition (NDSLCL), the National Association of Student Financial Aid Administrators (NASFAA), and representatives of Congress.

Responsibilities

- * Manages operations of Financial aid and scholarships counseling team, made up of 7-10 professional staff, implementing the highest level of customer service. Utilizes best practices in collaboration with other Financial Aid managers to optimize operations and resources.
- * Aligns goals of the department and division to the management of core counseling services and supports departmental implementation of strategic planning initiatives, including those related to summer session, intercollegiate athletics and education abroad.
- * Develops and monitors appropriate metrics and quantitative and qualitative performance measures.
- * Addresses and resolves issues escalated by subordinate staff or referred by FASO leadership.
- * Makes decisions on performance, salary actions, hiring, and other human resources related issues of managed staff.
- * Provides direction to subordinate supervisors, leads and staff.
- * Participates in the development of policy and strategies for recruitment and retention of students through financial aid programs including recommendation of packaging strategies and policies based on expert level knowledge of state, federal and institutional regulations and priorities.
- * Participates in planning and utilization of federal, state, University, and agency funds for functional area to determine the most effective distribution of funds, given availability, government awarding parameters, and University goals.
- * Manages the implementation and awarding of specialized programs, including summer aid, education abroad and intercollegiate athletics.
- * Responsible for internal control structure for key financial aid functions including appropriate norming of budgets, professional judgment decisions, packaging and appeal exceptions made by subordinate staff and developing or changing financial aid forms and managing work flow routing.

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- * Utilizes data to track processing and issue resolution across these functions for consistency.
- * Ensures security of private information.
- * Participates in annual financial and programmatic audits including establishment of documentation of testing and other best practices in preparation for regular reviews.
- * Serve as primary contact for Admissions, other campus partners (e.g. Students of Concern Committee, Summer Bridge, Education Abroad), student groups, and external requests for outreach, yield, and training activities related to financial aid.
- * Coordinate appropriate FASO staff to participate in outreach and follow up with customers for quality control.
- * Develop trainings and tailor content for appropriate audiences including financial literacy materials and other student financial support issues.
- * Ensures compliance of complex financial aid policies and programs with federal, state, University, agency, and donor laws, regulations, policies, and terms. Reviews and maintains counseling unit internal procedures, communications and web content to ensure accuracy.
- * Recommends and manages development of IT systems and interfaces with external systems to effect efficient delivery and reporting of student aid for functional area.
- * Serves as liaison with Intercollegiate Athletics (IA) coordinating the dissemination of individualized financial aid information and general financial aid policies to coaches and student athletes.
- * Provide tracking, reporting and training for IA including recommendations of IT systems and interfaces to support smooth coordination of athletic, federal, state and institutional aid.
- * Maintains current knowledge of applicable rules and standards of the Pacific-12 Conference, the NCAA, as well as other associations and agencies to which the Berkeley Campus of the University of California adheres, and, at all times, avoids any and all violations of these rules and standards.

Required Qualifications

- * Expert knowledge of policies, regulations, and practices for awarding financial aid, including needs analysis and packaging.
- * Advanced knowledge of techniques for recruitment and retention of students through financial aid.
- * Demonstrated experience in managing or supervising staff from a diverse range of backgrounds in a fast paced environment.
- * Demonstrated ability to collaborate with a diverse range of internal and external constituents and foster positive working relationships to achieve desired outcomes.
- * Ability to quickly acquire advanced knowledge of University policies, processes, and procedures, including those related to supervising employees.
- * Advanced knowledge of advising and counseling techniques.
- * Ability to interpret complex policies and develop procedures to ensure compliance.



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- * Advanced problem identification, critical thinking, and problem solving skills; judgment and decision-making ability.
- * Advanced quantitative analysis and resource management skills.
- * Organizational skills and ability to prioritize work for self and others to meet deadlines.
- * Project management skills.
- * Written and verbal communication skills.
- * Active listening, persuasion, and negotiation skills.
- * Student centered, results oriented customer service philosophy and ability to instill same in others.
- * Ability to independently and proactively assess processes and implement improvements.
- * Interpersonal skills.
- * Demonstrated political acumen in higher education setting.
- * Experience leveraging advanced technology to track trends and streamline operational processes.
- * Experience using complex databases.
- * Working knowledge of common University-specific computer application programs related to student registration, aid awards, and payments.
- * Ability to define specifications for database programming.

Education/Training:

- * Master's degree in related area or Bachelor's degree and 5-10 years relevant experience.

Salary & Benefits

This is an exempt, monthly paid position. Annual salary is commensurate with experience within the range of \$90,000.00 - \$110,000.00.

For information on the comprehensive benefits package offered by the University visit:

[url=https://apptrkr.com/get_redirect.php?id=1648827&targetURL=http://ucnet.universityofcalifornia.edu/compensation-and-benefits/index.html]http://ucnet.universityofcalifornia.edu/compensation-and-benefits/index.html

How to Apply

Please submit your cover letter and resume as a single attachment when applying.

Other Information

This is a full-time, 40-hours per week, career position.



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Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

Equal Employment Opportunity

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant see:

[url=https://apptrkr.com/get_redirect.php?id=1648827&targetURL=http://www.eeoc.gov/employers/upload/pos

For the complete University of California nondiscrimination and affirmative action policy see:

[url=https://apptrkr.com/get_redirect.php?id=1648827&targetURL=http://policy.ucop.edu/doc/4000376/Nondis

To apply, visit

[url=https://apptrkr.com/1648827]https://careerspub.universityofcalifornia.edu/psp/ucb/EMPLOYEE/HRMS/c/H

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A

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