



Job Title	Assistant Director, University Financial Aid	Job Code	ES0223
Pay Plan	A&P	Pay Grade	18
Union	Non-Union	Union Code	0
Job Family	Enrollment Services	Subfamily	Financial Aid

Job Family & Subfamily Summary

Enrollment Services Professionals participate in activities related to academic admissions, registration, financial aid services, and orientation for current and potential university students.

Admissions Professionals recruit, evaluate, and participate in the selection of candidates for admission. Coordinate with all organizations and individuals involved in the admissions process. Advise applicants and parents about educational planning.

Job Summary

Supervises and coordinates programs and the financial aid office including the daily activities involving customer service and loan processing.

Representative Duties

1.
 - Oversees and coordinates the front-line areas which include the front counseling desk, the receptionist desk, telephone services, email inquiries, and outreach events/activities
 - Oversees and coordinates the responses and response time of staff for the email inquiries coming through the general financial aid email account
 - Oversees the telephone operations for the main financial aid contact number including telephone greetings, phone tree messages, and daily phone statistics
 - Coordinates and assists in the development of all outreach materials for high school nights, FTIC and Transfer student orientations, UCF Open House/Knight for a Day events, and student consumer information presented to Freshman Student success courses
 - Acts as liaison, coordinates, and provides support for outreach activities and presentation of financial aid information to groups of students, parents, high school counselors, and/or the general public in workshop or training sessions
2.
 - Oversees the coordination and management of financial aid and loan processing and disbursement
 - Supervises and provides guidance to staff
 - Complies, analyzes and maintains queries and data
 - Provides resolution of programs processing, technical and maintenance issues and ensures data integrity
 - Develops and coordinates debt management/default prevention program
 - Evaluates and monitors quality assurance and compliance

Education, Experience, Skill Requirements		
	Required	Preferred
Education Level	Bachelor's	Master's
Certification(s)		
Licensure(s)		
Work Experience		
4+ years of relevant work experience 1+ years of leadership experience OR 2+ years of relevant work experience with a Master's Degree 1+ years of leadership experience		
Additional Requirements		

Physical/Environmental Demands
Standard office environment with no unique physical demands

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all duties, responsibilities and qualifications required of the job.