



Job Title	Associate Director, University Financial Aid	Job Code	ES0220
Pay Plan	A&P	Pay Grade	20
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

Provides oversight and supervision of staff in financial aid services including customer service functions and outreach efforts.

Representative Duties

1.
 - Supervises customer service functions including front desk, telephones, e-mails, website and resolves student escalations from the University President's Office and/or Ombudsman Office
 - Participates in outreach activities and presents financial aid information to groups of students, parents, high school counselors, and/or the general public in workshop or training sessions
 - Coordinates internal and external communication including consumer information materials to ensure consistency, quality, and comprehensiveness
 - Oversees the release and distribution of written, published, and electronically generated information to students
 - Coordinating with staff members to ensure the message delivery is as intended
 - Participates in the ongoing development and maintenance of the departmental policy and procedure manual
 - Reviews policies and procedures to determine efficiencies and ways to mitigate audit liability and serving as a regulatory compliance resource for staff
 - Coordinates with Assistant Director to foster the development of the Centsible Knights financial literacy program to ensure the program meets the needs of the UCF student body and university committee
 - Provides Special Program oversight
 - Represents the office on a variety of committees and cultivates interdepartmental relationships

Education, Experience, Skill Requirements		
	Required	Preferred
Education Level	Bachelor's	Master's
Certification(s)		
Licensure(s)		
Work Experience		
6+ years of relevant work experience 2+ years of leadership experience OR 4+ years of relevant work experience 2+ 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.