

**Supervisor, Financial Aid Quality Control/Processing
Austin Community College**

Direct Link: <https://www.AcademicKeys.com/r?job=248052>

Downloaded On: Nov. 2, 2024 10:17am

Posted Nov. 1, 2024, set to expire Nov. 29, 2024

Job Title	Supervisor, Financial Aid Quality Control/Processing
Department	Financial Aid
Institution	Austin Community College Austin, Texas
Date Posted	Nov. 1, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Other
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Job Description	

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Supervisor, Financial Aid Quality Control/Processing

Austin Community College

Job Posting Closing Times: Job postings are removed from advertising at **12:00 A.M.** on the closing date e.g., at midnight on the day before the closing date.

[If you are a current Austin Community College employee, please click this link to apply through your Workday account.](#)

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Austin Community College is a public two-year institution that serves a multicultural population of approximately 41,000 credit students each Fall and Spring semester. We embrace our identity as a community college, as reflected in our mission statement. We promote student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and workforce training, including appropriate applied baccalaureate degrees, in our service area.

As a community college committed to our mission, we seek to recruit and retain a workforce that:

- Values intellectual curiosity and innovative teaching
- Is attracted by the college's mission to promote equitable access to educational opportunities
- Cares about student success and collaborates on strategies to facilitate success for populations including; first generation college students, low-income students, and students from underserved communities.
- Focused on student academic achievement and postgraduate outcomes
- Welcomes difference and models respectful interaction with others
- Engages with the community both within and outside of ACC

Job Posting Title:

Supervisor, Financial Aid Quality Control/Processing

Job Description Summary:

To supervise the verification process in accordance with complex Department of Education and Internal Revenue Service regulations, resolving conflicting information, performing quality control of data entry and verification process.

Job Description:

Description of Duties and Tasks

- 1) Supervises, trains, coaches, directs, coordinates and disciplines personnel while adhering to organizational human resource policies and procedures as well as related employment laws. Recommends hire and termination personnel actions for positions supervised.
- 2) Oversees the daily Financial Aid processing operations with regard to verification and award packaging to ensure compliance with federal and state regulations pertaining to financial aid programs.
- 3) Runs weekly assurance reports on all verification team members work to ensure quality control.

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- 4) Oversees document intake process and update forms/website as needed.
- 5) Assists the Financial Aid Business Analyst with the implementation, modification and/or refinement of the applicable processing systems.
- 6) Reviews and resolves student financial aid issues through collaboration with relevant departments and offices.
- 7) Reviews and processes special conditions and professional judgment overrides for students with unusual or mitigating circumstances in accordance with federal, state, and institutional rules and regulations.
- 8) Reviews student financial aid applications to determine eligibility based on federal and state regulations.
- 9) Serves as liaison for the Financial Aid Office with other departments within the college.
- 10) Assists with special projects as needed.

Knowledge

- * Federal and state regulations pertaining to financial aid programs.
- * Supervisory principles, practices, and methods.
- * Tax laws applicable to student financial aid.

Skills

- * Maintaining an established work schedule.
- * Effectively using interpersonal and communications skills including tact, discretion and diplomacy.
- * Effectively using organizational and planning skills with attention to detail and follow-through.
- * Interpreting and applying federal and state regulations to all aspects of financial aid programs.
- * Supervising and coordinating the activities of subordinate personnel.
- * Maintaining confidentiality of work related information and materials.
- * Establishing and maintaining effective working relationships.

Technology Skills

- * Use a variety of spreadsheet, word processing, database, and presentation software.

Required Work Experience

- * Two years related work experience including one year supervisory experience.
- * Completion of the ACC Supervisor Certificate Series Program will satisfy the supervisory experience required for this position.

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Required Education

* Bachelor's degree.

Special Requirements

* Must not be on default of any federal/state student loans.

Physical Requirements

- * Work is performed in a standard office or similar environment.
- * Subject to standing, walking, sitting, bending, reaching, pushing, and pulling.
- * Occasional lifting of objects up to 10 pounds.

Safety

* Supervise safe operation of unit. Facilitate safety inspections. Take reasonable and prudent actions to eliminate identified hazards. Ensure employees receive appropriate safety training and foster a workplace safety culture.

Work Location

* For the first 180 days of employment, this is a work-on-site position at ACC's Highland Business Center. After that time, hybrid work-from-home options will be considered.

Pay Range

\$56,919 \$71,148

Number of Openings:

1

Job Posting Close Date:

November 13, 2024

Clery Act

As required by the US Department of Education, employees are required to report violations under



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Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.

Disclaimer

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and responsibilities of the job, nor is it an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC at its discretion to enable individuals with disabilities to perform essential functions of the job.

To apply, please visit: https://austincc.wd1.myworkdayjobs.com/en-US/External/job/Highland-Business-Center/Supervisor--Financial-Aid-Quality-Control-Processing_R-6890-1

Contact Information

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

Contact

Financial Aid
Austin Community College

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