

Director, Financial Aid
Community College of Philadelphia

Direct Link: <https://www.AcademicKeys.com/r?job=261897>

Downloaded On: Sep. 4, 2025 7:27am

Posted Sep. 2, 2025, set to expire Dec. 29, 2025

Job Title Director, Financial Aid
Department All Jobs
Institution Community College of Philadelphia
Philadelphia, Pennsylvania

Date Posted Sep. 2, 2025

Application Deadline Open until filled
Position Start Date Available immediately

Job Categories Director/Manager
Professional Staff

Academic Field(s) Administration - Other

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Job Description

Posting Details

Position Information

Position Title: Director, Financial Aid

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Requisition Number: SCA00838

General Description

The Director, Financial Aid is responsible for directing financial aid strategies that are consistent with the student success objectives of the College, within the framework of federal and state regulations. The Director will administer financial aid, financial literacy, and student employment programs that support and partner with the enrollment management team in the recruitment and retention of students through appropriate awarding strategies. The Director will establish and maintain a service-oriented financial aid team that is committed to creating an excellent student experience. The Director will also ensure accurate and secure student financial data, providing timely information to students and families, serve as a compliance officer for Title IV federal aid and state regulations and provide demonstrated leadership in the use of new and existing technology.

#ID23

College Intro

Success starts at Community College of Philadelphia. Innovators and difference makers work at Community College of Philadelphia. Diversity thrives at Community College of Philadelphia. We are a college that is committed to promoting a work environment that attracts and retains talented and diverse faculty and staff. We challenge each other and ourselves to achieve at the highest level while contributing to the mission of the College and the betterment of Philadelphia. We value and support an intellectually dynamic community to prepare our students for global citizenship. Join us and become a part of a community that has long been and will continue to be generators of generational change in this city and beyond.

Community College of Philadelphia is an open-admission, associate-degree-granting institution which provides access to higher education for all who may benefit. Its programs of study in the liberal arts and sciences, career technologies, and basic academic skills provide a coherent foundation for college transfer, employment and lifelong learning. The College serves Philadelphia by preparing its students to be informed and concerned citizens, active participants in the cultural life of the city, and enabled to meet the changing needs of business, industry and the professions. To help address broad economic, cultural and political concerns in the city and beyond, the College draws together students from a wide range of ages and backgrounds and seeks to provide the programs and support they need to achieve their goals.

Specific Responsibilities

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- Ensure the integrity and regulatory compliance of all federal and state financial aid programs.
- Develop and implement policies and procedures for financial aid which support the mission and goals of the institution.
- Design and implement quality control systems to continuously test that the office is complying with federal, state and local regulations and all policies and procedures while delivering student-centered services.
- Oversee functions related to fund management, packaging, awarding, delivery, return of funds, communications (including the Financial Aid website), and financial aid advising.
- Administer the default prevention/aversion program.
- Manage the daily operations and supervision of financial aid staff, and ensure staff training and performance feedback.
- Develop, implement and maintain a proactive and inclusive student-centered customer service approach for the delivery of financial aid services to all student populations at multiple locations; this includes delivering quality customer services to external as well as all internal constituents in a professional, helpful and courteous manner.
- Monitor record maintenance and coordinate training needed for staff to maintain high levels of competency in all financial aid processes.
- Responsible for all federal, state and institutional student aid reporting, including FISAP, Program Participation Agreement, and communicating with federal regulatory and agency staff.
- Assist with audit preparation and provide information to the auditors as requested.
- Stay informed and current regarding regulatory changes, internal and external process updates, best practices in financial aid delivery to impact enrollment and student success, and execute appropriate action plans.
- Adhere to FERPA regulations as they pertain to maintaining the security and confidentiality of all student records, as well as maintain the confidentiality of other documents.
- Provide requested information and reports regarding financial aid to management and other internal and external constituencies with accuracy and on schedule.
- Develop and manage the financial aid department budget and perform periodic cost and productivity analyses.
- Maintain sensitivity, understanding and respect for a diverse academic environment, inclusive of students, faculty, and staff and external constituents of varying social, economic, cultural, ideological, and ethnic backgrounds.
- Perform assigned duties in a manner consistent with the mission, goals and core values of the College and demonstrate commitment and enthusiasm as a leader to inspire the next stages of the financial aid vision and strategies.
- Other duties as assigned.

Minimum Qualifications

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- Bachelor's degree required. Any and all degree(s) must be from an accredited institution of higher learning.
- Five (5) or more years of progressively responsible experience in a supervisory role in a student-centered, service-oriented financial aid office required.
- At least three (3) years of previous experience at a financial aid director level required.
- Proven knowledge of Title IV federal financial aid regulations, state grant financial aid regulations and federal financial needs analysis required.
- Experience with enterprise-wide information systems database required. Must be comfortable navigating the database and also designing processes, data queries, and maintaining system integrity.
- Extensive knowledge of computer based financial aid packaging and reporting systems required. A history of streamlining processes using automation and self-service is required.
- Strong analytical skills required. Must possess the ability to engage in data analysis, strategic projections and to incorporate financial aid leveraging and other strategies to impact the overall enrollment management and student success goals of the College required.
- Student outreach experience and the ability to communicate with a diverse group of students and parents and other internal and external constituents regarding financial aid is required, as is a demonstrated ability to establish and maintain effective working relationships across departments and with all constituent groups.
- Computer proficiency in Microsoft Word, Excel and the Internet required.
- Demonstrated ability to create and manage spreadsheets and databases and to utilize data to make informed decisions required.
- Must have the ability to research regulations and to connect with a professional network.
- Demonstrated evidence of strong leadership and management skills required. Must possess the ability to keep staff motivated and working at optimum levels, especially at peak times, and establish a customer service-focused culture, balanced with accurate processing.
- Must possess strong organizational skills and be detail oriented with an emphasis on excellence in student service.
- Excellent communication (oral and written) via all media (phone, face to face, email, text, and live chat) required to effectively interact with students, the general public, College staff and faculty required.

Preferred Qualifications

- Master's degree preferred.
- Experience using Ellucian/Banner strongly preferred.

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- MS Access proficiency preferred.
- Experience in, and appreciation for, a collective bargaining environment preferred.

Work Location: Main Campus

Benefits Summary

Benefits:

"Success Starts Here" at Community College of Philadelphia. We recognize that our success as a college and the success of our students starts with our employees. Our employees are vital to our success. Our total compensation package includes a comprehensive offer of benefits that are unrivaled by most.

Full-time faculty and staff benefits include:

- College-paid medical, dental, drug, life and disability insurance
- Tuition remission (for classes at the college)
- Forgivable tuition loan (for classes at any accredited academic institution)
- 403(b) retirement plan with 10% College contribution with employee contribution 5%
- Flexible spending accounts
- Paid vacation, holiday and personal time
- Partial remote work schedule for remote work eligible positions

Additional College benefits:

- Winter break: 1 week around the third week in December and New Years
- Spring Break: 1 week in March
- Summer Hours: 4-day work week (closed on Fridays) from the 2nd week in May through the 3rd week in August

For More information about the College benefits and eligibility based on employee class, please visit:

<https://www.myccp.online/human-resources/benefits-eligibility>

Salary Grade or Rank: 5

Min Salary/Hourly Rate: \$72,073

Max Salary/Hourly Rate: \$118,920

Job Posting Open Date: 05/01/2025

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Type of Position: Administrator

Employment Status: Full-Time

Special Instructions to Applicants

Interested candidates should complete an online application.

- Cover Letter of interest and resume required.
- Name and contact information of 3 references required.
- Employment offers are contingent upon successful completion of background checks in accordance with PA Child Protective Services Law.
- Must be legally eligible to work in the U.S.

Community College of Philadelphia is an equal opportunity employer and does not discriminate on the basis of race, sex, sexual orientation, gender identity, religion, color, national or ethnic origin, age, disability, status as a Vietnam Era Veteran or disabled veteran or any other status protected by law, in matters pertaining to employment.

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * How did you hear about Community College of Philadelphia?
 - CareerBuilder.com
 - HigherEdJobs.com
 - LinkedIn
 - The Chronicle
 - Veterans Job Fair
 - Professional & Technology Diversity Career Fair
 - AL DIA - Diversity Career Fair
 - Community College of Philadelphia Website
 - Indeed.com
 - Other
2. * If your answer to the above question is Other, please note the source below. If this question does not apply to you, enter N/A.

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(Open Ended Question)

3. * What is the highest level of education you have completed?
 - No Response
 - High School/GED
 - Associates Degree
 - Bachelor's Degree
 - Master's Degree
 - Doctorate
 - Other
4. * Do you have five (5) or more years of progressively responsible experience in a supervisory role in a student-centered, service-oriented financial aid office?
 - Yes
 - No
5. * Do you have at least three (3) years of previous experience at a financial aid director level?
 - Yes
 - No
6. * Salary bands at the College cover a wide range to accommodate varying levels of experience. Generally, salaries fall within the low to mid-range of the posted amounts, with some roles allowing for more negotiation. Please confirm that you have reviewed the salary range and are comfortable with it by responding "yes." Our benefits significantly enhance the total compensation package for full-time staff and include college-paid medical, dental, drug, life, and disability insurance; tuition remission for courses at the college; forgivable tuition loans for accredited institutions; a 403(b) retirement plan with a 10% College contribution and a 5% employee contribution; flexible spending accounts.
 - Yes, the salary range is within my expected salary expectations.
 - No, the salary range is not within my expected salary expectations. (Please note: responding with this answer will disqualify you from the applicant pool, as the range will not exceed the posted ranges.)

Documents Needed to Apply

Required Documents

1. Resume

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2. Cover Letter/Letter of Application

Optional Documents

1. References

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PI277692401

Contact Information

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

Contact Abby Ametrano Aametrano@ccp.edu
All Jobs
Community College of Philadelphia

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