



# ST. FRANCIS COLLEGE

THE SMALL COLLEGE OF BIG DREAMS

## Financial Aid Operations and Compliance Manager

St. Francis College, Brooklyn (the “College”) is embarking on an ambitious plan to revitalize the College even as it remains true to its core mission: private, independent, co-educational, urban college whose Franciscan and Catholic traditions underpin its commitment to academic excellence, spiritual and moral values, social responsibility, and life-long learning. As a College rooted in a commitment to radical hospitality, to character formation, to inter-faith dialogue, to creating conditions so that students will learn the technical skills necessary to navigate a 21<sup>st</sup> Century workplace while never losing sight of the importance of ensuring that all students learn to cultivate their humanity, the College is expanding its offerings, its services and the ways it engages in and beyond its campus. In short, it is an exciting time to join the St. Francis College Community.

**Job Summary:** Reporting to the College’s Director of Financial Aid (the “Director”) and passionate about the College and its mission, the Financial Aid Operations and Compliance Manager is an integral part of the College’s financial aid team and supports the Director in the overall management of technical and data operations to enhance quality assurance, streamline procedures, maintain compliance and provide staff training. The successful candidate must have a high degree of flexibility, creativity and self-motivation and be capable of implementing complex projects with minimal supervision. He or she must have knowledge of computer hardware/software, be able to supervise others effectively and work independently. Candidates should also be able to keep accurate records and communicate effectively with college employees and the public. The successful candidate must provide quality customer service by creating a welcoming and supportive environment.

### **Duties and Responsibilities:**

- Monitors and troubleshoots the daily automated processes essential to the day-to-day operations of the office; ensure timelines and compliance with rules and regulations; develop and maintain an understanding the timing and interdependencies of the data and processes.
- Configures and audits the financial aid systems to ensure efficiency and effectiveness of the technologies for Financial Aid staff use.
- Evaluates departmental processes to ensure efficiency and compliance, and identify gaps and opportunities for improvement while ensuring compliance with federal, state, and institutional regulations.
- Responsible for creating and generating reports in a timely manner and disseminating them to other members of the financial aid team and staff at the College.
- Develops reports to meet the data needs of the institution including annual reports and data surveys.
- Leads the Office of Financial Aid collaboration with other College offices for all financial aid related business operations, including, but not limited to, the offices of Information Technology, Institutional Research, and Finance.

- Conducts testing for system "patches," updates, new releases, and for enhancement of existing office service.
- Maintains data within Ellucian Colleague, the College's enterprise system. Such data includes, but is not limited to, financial aid setup, rules and population selections used in processing FAFSA, Communication Management, SAP Module, Self-Service Portal with students, budget, packaging and awarding and disbursement for multiple terms and programs.
- Reviews and maintains financial aid policies and procedures on a recurrently scheduled basis to ensure compliance with regulations; updates policies and procedures according to new policy releases.
- Oversees and recommends efficiency changes to all system-related operations of the Office of Financial Aid, including but not limited to: file exchanges between Financial Aid and Federal and State programs, Ellucian Colleague batch processing, and interaction of functional and technical issues.
- Work with other members of the College community to ensure the successful implementation of new technologies and related systems.
- Perform complex financial aid processes, such as creating award letters, performing verification, packaging and repackaging aid, managing student changes in status and determining student funding eligibility.
- Package and award financial aid for all students.
- Administer and conduct monthly and yearly reconciliation of all Federal and State financial aid programs such as PELL, Direct Loans, SEOG, NYSTAP and APTS.
- Ensure compliance with applicable Federal, State, and other financial aid program regulations and institutional policies.
- Maintain knowledge of financial aid compliance and procedural requirements necessary to oversee daily operations.
- Performs all other duties as assigned.

**Required Skills:**

- Advanced knowledge of Ellucian Colleague.
- Experience working with the Ellucian Colleague financial aid module, reporting or similar application.
- Experience with database testing, updates, and patches.
- Experience with Ellucian Colleague Informer reporting.
- Ability to use Ellucian Colleague to maintain and extract data producing reports.
- Expert knowledge of State and Federal financial aid regulations.
- Strong interpersonal, communication, and analytical skill.
- Must be proficient and advanced with all Microsoft Office applications, including One Drive.

**Qualifications:**

- Bachelor's degree required, Master's degree preferred.
- 3-5 years' experience working with financial aid technology.
- 5-7 years' experience working in a college or university setting.
- Participation in various evening and weekends events of the College is required.
- Ability to interact collaboratively and professionally with diverse groups.

- An appreciation and understanding of working in an inclusive, engaging and diverse college environment.
- Culturally sensitive, caring and friendly with a deep understanding and appreciation of a multi-cultural college community and the Franciscan traditions of St. Francis College.

**About St. Francis College:**

For over 150 years, the mission of St. Francis has been to provide an affordable, quality education to working class people who otherwise may not be able to attend college. We educate the whole person for a full, relational life, developing the students' talents and abilities for meaningful, fulfilling careers, as well as for collaborative, service-oriented leadership.

The College strives to offer ample opportunities for students to immerse themselves in the intellectual, cultural and professional opportunities afforded by New York City and to serve the needs of the local community in which they live and study. Our location in Brooklyn Heights provides a confluence of cultures and religious beliefs, mirroring our commitment to maintain and celebrate our diverse student body.

St. Francis College is an Affirmative Action, Equal Opportunity employer and we are strongly committed to increasing the diversity of our faculty, students, and the curriculum. Qualified candidates of diverse ethnic and racial backgrounds are encouraged to apply.

Interested applicants can apply by clicking [here](#).