

Director, Financial Aid
Porterville College
Kern Community College District
JOB DESCRIPTION

Definition

The Director of Financial Aid develops, implements, and administers comprehensive student financial aid programs at Porterville College, and serves as the Financial Aid Administrator of record in accordance with all applicable federal and state regulations and guidelines.

Under the general direction of the Vice President of Student Services, the Director provides strategic and operational leadership to ensure equitable access to financial aid resources that support student recruitment, retention, and completion. The Director is accountable for regulatory compliance, fiscal integrity, and the effective delivery of financial aid programs, while advancing institutional goals related to student success and equity.

Examples of Duties

1. Ensure compliance with all federal, state, and institutional regulations which impact the administration of financial aid programs, mandates, reporting, and maintenance. Provide direction and clarification when regulations are unclear or appear to be in conflict between federal, state, and/or college policies.
2. Participate as a member of student success teams along with other directors and deans. Ensure Financial Aid representation across the college and share knowledge. Establish strategic goals for the unit. Serve as consultant on financial aid issues that impact faculty, staff, and students. Provide training and materials to College staff.
3. Lead and direct Financial Aid Office. Supervise in accordance with college policies and applicable laws including training, evaluation, reward and discipline, and address and resolve problems. Lead staff meetings, share information, and promote development of ideas for improvement of service and efficiency. Assist staff in developing professional goals and objectives. Fosters a collaborative, student-centered service culture that emphasizes teamwork, consistency in processes, and service delivery, and continuous improvement; builds leadership capacity within the team through mentorship, professional development, and shared accountability
4. Develop and generate statistical data and reports related to various programs supervised. Using relevant data, lead development, implementation, and evaluation of comprehensive financial aid programs that support student populations.
5. Interpret and apply complex and evolving financial aid regulations; assess institutional

risk and implement corrective actions as needed to ensure compliance and audit readiness.

Oversee fund management and internal controls to ensure compliance with funding limitations and regulatory requirements; provide leadership in compliance review, communications, systems evaluation, and fiscal analysis.

Ensure the accurate and timely completion of all required federal, state, and institutional reporting, including but not limited to FISAP; implement regulatory updates and procedural changes. Serve as Primary Destination Point Administrator and oversee all electronic data exchange processes.

6. Develop procedures and recommend policies to ensure compliance with applicable federal, state, and local governing bodies related to financial aid and scholarships. Monitor and modify financial aid packaging in accordance with regulations. Set annual packaging guidelines to be followed during the award year. Direct the Financial Aid Office budget; collaborate with Business Services and Information Technology to ensure accurate fund disbursement, system integration, and data integrity. Lead reconciliation processes and represent the College in audits, program reviews, and accreditation activities.
7. Lead evaluations, implementation, and continuous improvement of technology solutions, including student information systems and emerging tools, to streamline processes, enhance automation, ensure data integrity, and improve the student experience.
8. Provides leadership and oversight of scholarship programs, including coordination of application processes, management of scholarship systems, eligibility and award determination, oversight of selection workflows, and ensuring compliance with donor intent and regulatory requirements, in collaboration with the Foundation Office and campus stakeholders.
9. Perform other duties as required.

Qualifications

- Bachelor's degree from an accredited college or university and progressively responsible experience in student services, including a minimum of five (5) years in a Financial Aid Office. Strong understanding of regulatory guidelines, proficiency in student information systems (e.g., Banner).
- Excellent oral and written communication skills
- Strong knowledge of federal and state financial aid regulations and compliance requirements. Demonstrated leadership and supervisory experience, including staff development, performance management, and organizational effectiveness. Demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, ethnic, and disability backgrounds of community college students and employees.

Knowledge and Abilities

- Ability to lead and manage financial aid operations in a highly regulated environment.
- Strong analytical and problem-solving skills with the ability to interpret and apply complex regulations.
- Ability to use data to inform decision-making and improve program outcomes.
- Excellent oral and written communication skills.
- Ability to work collaboratively as part of a leadership team committed to student success.
- Knowledge of budgeting, fiscal management, and fiscal reporting practices.
- Ability to oversee large-scale financial aid programs and funding allocations.
- Demonstrated commitment to equity, inclusion, and student-centered service delivery.
- Knowledge of and ability to utilize financial aid systems, student information systems, and emerging technologies to improve efficiency and data integrity

Working Conditions

Environment: Office

Physical Demands: Incorporated within one (1) or more of the previously mentioned essential functions of this job description are essential physical requirements. The ratings in the chart below indicate the percentage of time spent on each of the essential physical requirements.

Seldom-Less than 25 percent = 1	Often – 51-75 percent = 3
Occasional 25-50 percent = 2	Very Frequent – 76 percent and above = 4

Ratings	Essential Physical Requirements
3	Ability to work at a desk, conference table or in meetings of various configurations.
1	Ability to stand for extended periods of time.
4	Ability to sit for extended periods of time.
4	Ability to see for purposes of reading printed matter.
4	Ability to hear and understand speech at normal levels.
3	Ability to communicate so others will be able to clearly understand a normal conversation.
1 or 2	Ability to lift 10 pounds.
1 or 2	Ability to carry 10 pounds.
4	Ability to operate office equipment.

Status/Rationale

This is a classified administrator position.

Signatures/Approval

(Employee's Signature)

(Date)

(Supervisor's Signature)

(Date)