Organizational Management

- Participate in the institution’s strategic management planning process.
- Represent Student Financial Services and the institution in matters related to committees, boards, student organizations, departments and external partners.
- Provided financial impact analysis to executive management regarding regulatory requirements, demographic changes, technological changes and strategic use of financial aid programs.
- Provided briefing papers to executive management concerning various new initiatives, problem areas and changes to existing financial models.
- Hire, train, supervise and evaluate staff.
- Develop and maintain an environment supportive of staff training and professional development/involvement.
- Establish and implement policies and procedures that maximize efficiency and compliance with federal, state and university regulatory requirements.

Project Management/Process Redesign

- Functioned as part of the management team responsible for the implementation, interfacing and management of enterprise-wide administrative systems.
- Manage continuous process redesign in the face of technological changes.
- Serve as Project Manager for all SFS technological initiatives.

Financial Knowledge and Administration

- Maintain comprehensive knowledge of federal, state and private financial aid programs and Educational Tax. Credit regulatory requirements
- Maintain thorough understanding and experience with General Accepted Accounting Principles (GAAP).
- Manage the servicing of PERKINS/NDSL loan.
- Successfully work with federal, state and internal auditors and program reviewers.
- Prepare and distribute SFS annual activity reports.
- Develop and maintain all SFS reconciliation processes including the all FRS clearing accounts.
• Maintain tuition and fee rate tables ensuring compliance and approval of all fees assessed through the Student Information System.

Cash Management/Accounts Receivable Management
• Maintain campus-wide university Cash Management and Accounts Receivable Management policies and procedures.
• Maintain campus-wide departmental cash management/accounts receivable profiling and analysis.
• Manage daily centralized cash depository process for campus-wide departments.
• Maintain and provide continuous oversight to university departmental cash and accounts receivable activity.
• Maintain campus-wide employee cash handling training program.
• Conduct annual departmental reviews for all cash handling entities.
• Provide annual status reports to management and auditors on all departmental cash handling entities.
• Manage the accounts receivable for the university PERKINS/NDSL loan portfolio ensuring compliance to all federal due diligence/collection requirements.
• Manage the accounts receivable for the university student billing and receivables system.

Student Service and University Relations
• Provide leadership role in the development of the university’s campus-wide Quality Service Initiative involving the integration of student services (Admissions, Records & Registration, Financial Aid and Student Financial Services), cross-functional training and multi-site service provision.
• Participate in the annual university campus-wide Student Service conference.
• Develop and maintain the annual Student Service Newsletter to students, parents and campus community, collaborating with all Student Services areas.
• Establish and maintain joint staff meetings and coordinate committees with Financial Aid Office, Business Office, Registration & Records, International Programs and various special programs to facilitate service improvement.

Minimum Qualifications
A Baccalaureate Degree with a major in accounting, business management, or finance and at least four years of progressively responsible experience in the management of comprehensive business systems.