

Managing Director, Student Financial Services (MD-SFS)

SUMMARY: This full-time, benefits-eligible position reports to the Vice President of Enrollment Management and Marketing and works closely with the university's CFO to effectively allocate and optimize Queens' financial aid resources.

This role requires significant student-centric experience in college or university financial aid and student account administration, enrollment management and a record that demonstrates exemplary leadership and administrative effectiveness while facilitating superior service to the entire university community. The successful candidate possess a demonstrated knowledge of the major elements of and current best practices in successful student financial services leadership, embraces the critical role of technology, understands student market trends and issues, and possesses extensive knowledge of current federal regulations and policies and prior responsibility of the A-133 annual audit process.

This position is exempt from provisions of the Fair Labor Standards Act (FLSA) and is not eligible to earn overtime pay or compensatory time off for additional hours worked.

Essential Duties and Responsibilities

This position is responsible for leadership and supervision of Queens' Student Financial Services.

- Directs staff in implementing, awarding, and monitoring federal, state and University financial aid programs. Provides leadership, guidance, and training to staff on student service excellence
- Oversees student accounts and billing
- Analyzes and reports on financial aid trends, sharing regularly with the VPEMM and CFO.
- Tracks and reports on financial services trends in higher education
- Develops short- and long-term strategic goals for Student Financial Services that align with university strategies
- Ensures students and parents receive accurate, helpful and timely information regarding financial plans / eligibility, and ensures all students (new, re-entry, and continuing) are aware of their financial obligations to the University as well as financial resources available to them
- Researches, develops and implements additional financial aid resources
- Ensures audit compliance for all programs
- Reviews new federal and/or state aid programs and establishes and maintains the infrastructure required to deliver these programs to eligible students
- Ensures all aid is paid timely and in compliance with regulating agencies.
- Reconciles Federal and State scholarships and loans with outside agencies and the Finance Office
- Ensures ongoing maintenance and coordination of computerized financial aid management systems
- Collaborates with all enrollment services offices to establish office procedures and records to ensure compliance with state and federal regulations
- Maintains a high level of professionalism and quality of service to students

- Prepares required federal, state and institutional reports and department budget
- Proactively advises the CFO of proposed financial aid funding or issues which could affect the University
- Administers federal and state programs within established regulations and guidelines
- Responsible for strategic administration and coordination of all institutional aid
- Represents the university with external constituencies such as federal and state government agencies, professional organizations and high schools

Non-Essential Duties:

- Other duties and special projects may be assigned to meet department and university needs.

Experience, Knowledge & Skills Required

- Seven (7) years or more experience in higher education financial aid services with at least five (5) years progressively responsible experience in a leadership/supervisory capacity.
- Experience in accounting practices
- Demonstrated experience in technology including database management, Microsoft Office, reporting software
- Demonstrated experience in promoting collaborative decision-making processes and working with diverse populations
- Proven ability to convey complex technical information and policy issues in a concise, easily understood manner to a wide range of constituencies
- In depth, current knowledge of principles, practices, methodology, and procedures for the provision of student financial aid and the ability to apply that knowledge to ensure goals are met
- Experience with the university budget process as well as an overview of A/R
- Excellent presentation, written and verbal communication skills
- Strong interpersonal skills with the ability to quickly build and maintain rapport with students, parents, faculty and staff
- Superior organizational and problem resolution skills, including exceptional project management skills and a reputation for delivering results on time and within budget
- Strong computer software (MS Office) skills as well as expertise with student financial aid software programs such as PowerFAIDS.
- Strong customer service and/or student advocacy skills as demonstrated by a positive attitude of approachability and adaptability
- Proven ability in creating an inclusive environment in which all people are valued and supported
- Proven ability to supervise and train staff including organizing, prioritizing, and scheduling work assignments as well as development and implementation of strategic and operating goals and employee development plans. Strong team building skills required
- Proven ability to interact effectively as a member of a team and work collaboratively with other departments
- Proven ability to listen to customers (e.g. students, staff, etc.) and to understand and respond positively to their requests

- Strong negotiation skills and a track record of reaching win/win resolutions to challenging situations
- Bachelor's degree required, Master's degree preferred or equivalent combination of education and experience

Application Process

Qualified candidates should submit the following via email to hr@queens.edu in (.doc) or (.pdf) format. Incomplete submissions will not be considered.

1. a **cover letter** addressing the position qualifications and your experience
2. current **résumé**
3. **salary requirements**
4. contact information for three professional **references**.

Be sure to include "**MD-SFS**" and **YOUR NAME** in your email Subject Line.
(**Example: MD-SFS** Shawn Mullin)

Applications received by October 30, 2020 will receive first consideration. Queens will continue to accept applications until the position is filled.

Physical Requirements *(with or without reasonable accommodation)*

- *Visual Abilities:* Read reports, create presentations and use a computer system.
- *Hearing:* Hear well enough to communicate with co-workers, vendors, and students.
- *Dexterity, Grasping, Feeling:* Write, type and use the telephone, copier, and computer systems.
- *Mobility:* Open files and operate office machines; move between departments and attend meetings across campus.
- *Talking:* Frequently convey detailed or important instructions and ideas accurately, loudly, or quickly.
- *Lifting, Pulling, Pushing:* Exert up to 25 pounds for force occasionally, and/or up to 15 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Work Conditions

- Work in office environment, involving contact with staff, faculty, vendors, and service providers.
- Work has deadlines, multiple interruptions, high volume and may be stressful at times.
- Occasional requirement to perform work in the evening and/or on weekends to achieve objectives of the position.

About Queens University of Charlotte

Located in the heart of the nation's second fastest growing metropolitan area, Queens University of Charlotte leverages the city's diverse and thriving environment as an extended classroom. Nationally recognized for undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on supporting success for diverse learners, faculty build close and collaborative relationships with students and help them build intentional and individualized roadmaps for flourishing at Queens and beyond. At the graduate program level, the University offers innovative educational experiences that help learners

advance professionally and retool for new opportunities. Our environs afford faculty myriad opportunities to advance their own professional growth and teaching and research interests by collaborating with vibrant industry, non- profit, and community organization sectors.

Benefits

Queens offers comprehensive benefits to eligible employees, including: medical, dental and vision insurance, domestic partner benefits, defined contribution (matching) and supplemental 403(b) retirement plans, vacation and generous paid holidays, tuition remission and tuition exchange, Queens-paid life insurance, supplemental life insurance, dependent life insurance, accidental death and dismemberment insurance, flexible spending accounts (medical, dependent care, Health Savings Account), sick leave and long-term disability leave, paid parental leave, FMLA leave when eligible, reduced cost meals at Morrison Dining Hall, employee assistance program (EAP), free access to the Levine Center, wellness programs. In addition, employees may choose benefits such as pet insurance, critical care insurance and legal assistance.

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, child birth and conditions related to pregnancy or child birth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs, veteran status, genetic information or any characteristic protected by law in the administration of its educational and admissions policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704.337.2222.

This description is not intended to be an all-inclusive list of the duties and responsibilities of this positions, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended to describe the general nature of this position.