

Position Opening - Assistant Director of Financial Aid

College of the Ozarks seeks an assistant director of financial aid. This exciting position focuses on financial aid processing, software management, customer service, student work supervision, reporting and process development. The successful candidate has a strong work ethic, enjoys challenges and strives for improvement in delivering services to students and their families. The person who fills this vital role will have the privilege of impacting student lives positively. A bachelor's degree is required; a master's is preferred. Desirable experience includes working with financial aid management systems (i.e., Jenzabar Financial Aid, Ellucian/Banner/Colleague, PowerFacts, EdConnect, etc.), using information technology for productivity, and excellent customer service skills. Training is provided for those not experienced in financial aid software use.

Position Reporting

- This position reports to the Director of Financial Aid-DFA (who reports to the VP of Vocational Activities and Dean of Admissions)
- The current director is a thirty- seven year veteran of the industry, providing excellent learning opportunities to those interested in pursuing a long-term career in financial aid.

Supervising

The assistant director also serves as a work supervisor for at least four student workers and must be able to:

- interact and communicate with college students
- set high expectations for student workers and ensure accountability while striking the appropriate balance of compassion and understanding their unique needs as college students. Students participate in the College's work education program on campus to earn funding which, when combined with grants and scholarships, assists with paying the cost of earning a degree at College of the Ozarks.
- possess supervision duties including maintaining a professional environment, work instruction and training, accountability, and scheduling student work.

Skills & Environment

The successful candidate must:

- embrace the College's Christ-centered mission and its foundational pillars of Christian, academic, vocational, cultural, and patriotic growth
- enjoy a fast-paced environment and can adapt to unique situations
- maintain a positive and professional atmosphere
- be effective, independent and capable of responsible decision-making in the best interest of students and the College
- ensure compliance with all federal, state and institutional laws, rules, regulations, statutes
- be capable of running all departmental operations in the absence of the director

Additionally, the successful candidate should possess:

- excellent communication skills
- understanding of accounting terminology and processes
- a positive attitude
- outstanding organizational skills
- interest in the campus community and College activities
- familiarity with Jenzabar, Jenzabar Financial Aid (JFA), EdConnect and the Microsoft Office suite are a plus. The ability to learn and navigate these systems is required to meet daily positional responsibilities

Packaging

The assistant director:

- packages financial aid awards from federal, state, and institutional resources
- communicates with cash accounts regarding award payments to student accounts
- conducts file verification
- conducts regular file audits
- assists with auditing – file and document preparation/submittal

Scholarship Management

- administer all aspects of scholarship programs, including application processes, eligibility review, selection, and disbursement.
- coordinate and communicate with Institutional Development regarding new and existing scholarships
- perform new scholarship system set up in coordination with the Finance Office
- collaborate with departments across campus to align scholarship awarding
- develop and implement policies and procedures to improve efficiency and transparency.
- provide guidance and support to students, families, and campus partners regarding scholarship opportunities

Assisting

Duties include, but are not limited to:

- providing excellent customer service
- assisting the DFA with system maintenance and problem resolution
- occasional communication on behalf of the DFA
- helping students find financial resources available on campus to help meet their financial needs
- payment reporting to appropriate entities.

Application

This is a full-time position with benefits and requires a background check. Please submit a resume and application for employment to Vicki Wrosch in the Business Office, College of the Ozarks, PO Box 17, Point Lookout, MO 65726, or via e-mail to hr@cofo.edu. The College will consider applications and resumes until the position is filled. The start date is immediate (some flexibility considered).

The employment application is available at the College's website, www.cofo.edu, at the following link: [Human Resources \(cofo.edu\)](http://www.cofo.edu/HumanResources)

About College of the Ozarks

College of the Ozarks is one of nine Work Colleges in the nation where students work to pay tuition expenses. In order to graduate students debt free, the College does not participate in any student loan programs. College of the Ozarks has a Christ-centered mission and promotes its foundational pillars of Christian, academic, vocational, cultural, and patriotic growth.

The College is located in southwest Missouri just south of Branson and about thirty-five miles south of Springfield. The campus sits on a 1,000 acre land tract next to Taneycomo Lake with peaceful, scenic views and a supportive community.