The University of Iowa

University Information

<table>
<thead>
<tr>
<th>Org/College:</th>
<th>Office of the Provost</th>
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</thead>
<tbody>
<tr>
<td>UI Job Code:</td>
<td>PCL1</td>
</tr>
<tr>
<td>Job Function:</td>
<td>Academic Support</td>
</tr>
<tr>
<td>University Classification:</td>
<td>Assistant Provost</td>
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<table>
<thead>
<tr>
<th>Department:</th>
<th>Office of Student Financial Aid</th>
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<tbody>
<tr>
<td>Pay Level:</td>
<td>09</td>
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<tr>
<td>Job Family:</td>
<td>Assistant Provost</td>
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Department Information

<table>
<thead>
<tr>
<th>Org/Dept/Sub-dept #:</th>
<th>02-4666-0000</th>
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<tbody>
<tr>
<td>Position #:</td>
<td>00000303</td>
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<tr>
<td>Working Title (if applicable):</td>
<td>Assistant Provost &amp; Director of Student Financial Aid</td>
</tr>
<tr>
<td>This Position Reports to (Title/Position #):</td>
<td>Associate VP for Enrollment Management/00167226</td>
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<tr>
<td>Administrative Supervision?</td>
<td>Yes</td>
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Position Overview: The Director of Student Financial Aid is responsible for ensuring regulatory compliance and overseeing the administration of federal, state, and institutional financial aid to ensure their regulatory compliance. The director works closely with and provides guidance to many units on campus including University College, Graduate College, Professional Colleges, Academic Support and Retention, University Billing Office, Registrar, The Center for Diversity and Enrichment, The Center for Student Involvement and Leadership, The University of Iowa Foundation, Athletics, the Office of the Dean of Students, and the offices of the Associate Deans. The director will play a pivotal role in working with Enrollment Management and the campus community to meet institutional goals.

Position Information

Key Areas of Responsibility

Operations Management (PCL1)

Lead the strategic and operational activities for a university-wide function or service, a complex college or division or a multi-faceted organization. Responsible for the decisions and risks arising from the operation's organization and the impact it has on the University and the Board of Regents, State of Iowa. Provide advice and input to the Associate Provosts, Provost, President, other top-level administrators, and Board of Regents Office on high-level projects, services, and activities. Provide leadership on policies and procedures relevant to respective area; provide advice and guidance on policy and procedure revision and implementation.

- Lead the strategic and operational activities for the Office of Student Financial Aid.
- Analyze and prepare financial aid awards and appeals for students, including the implementation of the automated packaging process for admitted and returning students. This includes developing packaging strategies with the Associate Vice President for Enrollment Management.
- Provide advice and input to the Associate Provosts, Provost, President, other top-level administrators, & Board of Regents Office on high-level projects, services, and activities.
- Provide advice and guidance on policy and procedure revision and implementation within Student Financial Aid and other relevant areas within the University.

Strategic Planning (PCL1)

Assume direct accountability for strategic direction and effectiveness of a university-wide function or service, complex college or division or a multi-faceted organization and its impact upon the University. Responsible for the execution and administration of strategic plans or initiatives across the University. Participate in national dialogue on issues relevant to area by serving in leadership roles in national organizations, presenting relevant research or contributed sessions at national meetings, or maintaining expertise in area by participating in national advisory groups, meetings, or organizations.

- Provide strategic leadership and oversight in the implementation of Student Financial Aid policies.
- Strategize and develop Student Financial Aid initiatives based upon guidance from the Strategic Enrollment Management Plan.
- Assume direct accountability for strategic direction and effectiveness of University of Iowa Financial Aid practices.
- Responsible for the execution and administration of strategic plans and initiatives across the University.
- Participate in national dialogue on issues relevant to Student Financial Aid by serving in leadership roles in national organizations and by maintaining expertise in Student Financial Aid by participating in national advisory groups, meetings, or organizations.

### Financial and HR Responsibilities (PCL1)
Assume accountability for the finances, administrative leadership, and management of a university-wide function or service, complex college or division, or a multi-faceted organization, including the stewardship of people, finances, and other resources. Develop budgets and create systems for effective implementation and monitoring. Oversee budget operations and assure issues are resolved. Hold other leaders accountable for high performance and highly engaged culture by articulating expectations, monitoring performance, and providing feedback consistently across areas of responsibility.

- Review compliance issues including federal, state, Big Ten, NCAA, and institutional policy.
- Conduct and authorize internal audits.
- Responsible for staff management, professional development, and training of over 25 employees throughout the Office of Student Financial Aid and the University community.
- Provide direction to the institutional financial literacy efforts that inform students on effective credit practices and helps to manage student-borrowing levels.
- Assume accountability for the finances, administrative leadership, and management of Student Financial Aid.
- Responsible for the development and oversight of an institutional financial aid budget of approximately $100 million.
- Create systems for effective implementation and monitoring of respective budget.
- Hold leaders accountable for high performance, and highly engaged culture by articulating expectations, monitoring performance and providing feedback consistently across areas of responsibility.

### Communication and Outreach (PCL1)
Represent interests of a university-wide function or service, a complex college or division, or a multi-faceted organization at state and federal levels, including the Board of Regents. Provide strategic direction and operational leadership for the organization. Manage relationships with key constituents, including governance, external relations, strategic direction, and operational leadership.

- Work closely with University departments, the Enrollment Management Leadership Team, and the offices of the Associate Deans.
- Act as a key member of University, state, federal and external committees regarding financial aid and admission processes.
- Manage relationships with key constituents, including governance, external relations strategic direction and operational leadership.

### Academic Leadership (PAH1)
Administers collegiate/division programs and services that support the educational goals of the University.

- Develop strategic partnership opportunities and strategic relationships with customers, peer institutions, and vendors.
- Manage relationships with key internal and external constituents through timely and effective communications as well as advocacy.

### Universal Competencies and Proficiency Levels

#### Diversity, Equity and Inclusion
**Proficiency Level:** Expert/Leader

- Ability to work with a variety of individuals and groups in a constructive and respectful manner while appreciating the unique contribution of an inclusive workforce that brings together the talents of people across multiple identities, including: race, creed, color, religion, national origins, age, sex, pregnancy, disability, veteran or military status, sexual orientation, gender identity, or associational preferences.
- Articulates the importance of diversity, equity & inclusion to UI’s mission to multiple internal and external constituencies.
- Uses data to identify inequitable policies and practices in their unit and implements continuous improvement strategies to ensure more equitable outcomes.
- Coaches/teaches others to develop diverse, equitable and inclusive environments, including supporting unit understanding of impact strategies to address institutional racism, sexism and other biases
- Operationalizes diversity-, inclusive-, and equity-mindedness in unit strategic planning.
- Promotes a collaborative workplace climate that recognizes, celebrates, and rewards diversity, equity & inclusion.
- Recognizes and addresses incidents of explicit and implicit bias, including one’s own; holds people accountable for problematic behavior.

#### Collaboration/Positive Impact
**Proficiency Level:** Expert/Leader

- Ability to work with a variety of individuals and groups in a constructive and civil manner and utilize existing resources and learning to achieve or exceed desired outcomes of current and future organizational goals/needs.
- Creates and champions initiatives that foster respectful communication, learning and a spirit of cooperation.
- Regularly shares information and effectively influences to gain common commitment in achieving objectives.
- Shapes unit/department, college/division, or university governance so as to reinforce collaboration, accountability, and responsibility.
- Promotes a climate that recognizes, celebrates, and rewards collaboration.
- Works to create a climate that values and rewards initiative, excellence, continual learning, and achievement of results.
- Deals effectively with ambiguity and change; coaches others in behaviors and prepares others through development for ongoing effectiveness.

Service Excellence/Customer Focus

**Proficiency Level:** Expert/Leader

*Ability to meet or exceed customer service needs and expectations and provide excellent service in a direct or indirect manner.*
- Ability to effectively transmit and interpret information through appropriate communication with internal and external customers.
- Effectively uses a broad range of methods in communicating complex ideas to diverse populations.
- Monitors profession/field/discipline for trends and implements innovative solutions to enhance service.
- Builds successful track record of superior personal and organizational service delivery in diverse environments.
- Promotes excellence achieved through reports or other media for distribution to internal and/or external constituents and the professional community.

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As part of performing the key areas of responsibility and competencies described above, staff members are expected to meet reasonable standards of work quality and quantity, as well as expectations for attendance established by their supervisor. Staff members are also expected to comply with policies governing employee responsibilities and conduct, including those contained in the [University Operations Manual](#).

**Position Technical Competencies and Proficiency Levels**

**Budgeting**

**Proficiency:** Expert/Leader

*Knowledge of, and ability to apply, policies and practices for planning and administering a budget.*
- Ensures organizational budgeting practices meet regulatory requirements.
- Discusses alternative budgeting strategies versus business situations.
- Champions importance of rigor in budget managing, reporting, and explaining.
- Monitors and ensures adherence to organization’s financial practices and standards.
- Reviews and approves all major budget adjustments; negotiates and reconciles line-item variances.
- Introduces technologies, policies, and programs for more effective budget management.

**Operational Functions**

**Proficiency:** Expert/Leader

*Knowledge of major functional processes and associated operating requirements; ability to apply this knowledge appropriately to diverse situations.*
- Consults with and advises all major functions.
- Compares organization’s operating functions versus those of the industry.
- Coaches others to consider all major operational functions and cross-functional issues.
- Educates others in operational strategies and the support needed for them.
- Monitors industry trends, key players, and major competitors.
- Draws attention to the evolution and impact of technology, present and future.
- Direct the development and implementation of policies and procedures relevant to respective area.
- Responsible for developing new programs and services to facilitate the progress, growth and development of the college/division or specific academic service.
- Represent and negotiate outcomes on behalf of the University.

**Planning: Tactical, Strategic**

**Proficiency:** Expert/Leader

*Ability to contribute to operational (short term), tactical (1-2 years) and strategic (3-5 years) planning in support of the overall business plan.*
- Contributes to the overall strategic business goals and plans of the organization.
- Creates and implements a strategy for supporting current and future business needs.
- Directs the development, maintenance, and communication of own function’s strategic plan.
- Reviews and consults on the final strategic plan in collaboration with the business units.
- Develops long-term strategies to deliver services that keep pace with technology trends.
- Monitors industry for innovations in planning processes.

**Performance Management**

**Proficiency:** Expert/Leader

*Ability to apply organization’s performance management system, practices, and tools to developing and improving individual, team, and organizational performance.*
- Takes part in developing and implementing enterprise-wide performance management systems.
- Identifies key issues in integrating selection, development, recognition, and reward systems.
- Coaches less experienced managers in the processes of performance management.
- Plays a leading role in designing individual and team reward and recognition systems.
- Champions a climate that supports and rewards excellent group and individual performance.
- Monitors industry for new approaches or ideas regarding performance management.

### Organizational Savvy and Politics

**Proficiency: Expert/Leader**

*Knowledge of organizational politics and political tactics; ability to effectively navigate formal and informal communication and decision-making channels*

- Predicts impacts, avoids derailments, and pursues actions that are likely to succeed.
- Shares information to gain common commitment and understanding in achieving objectives.
- Compares and contrasts own organization's 'how to get things done' to others.
- Plays an active role in defining and reinforcing savvy organizational effectiveness practices.
- Identifies key players and potential actions for high-impact, sensitive situations or issues.
- Coaches others in history and future of the organizational culture and being effective within it.

### Relationship Management

**Proficiency: Expert/Leader**

*Ability to establish and build healthy working relationships and partnerships with colleagues within and external to own unit, those to whom services are provided, vendors, the public, regulatory/governmental agencies, etc., all of whom may be seen as "customers" or receivers of services provided by the University.*

- Oversees "customer" reviews to clarify expectations and discuss actual service delivery.
- Coaches others in the value, issues, and methods of collaborative partnerships.
- Helps team, colleagues and others discern trends and their implications for service delivery, strategic direction, operational improvement etc.
- Maintains status information on major developments in "customer" environment.
- Collaborates with clients in the pursuit of common work objectives.
- Fosters a climate conducive to establishing positive working relationships with outsiders.

### Strategic Thinking

**Proficiency: Expert/Leader**

*Applies organizational acumen to identify and maintain focus on key success factors for the organization.*

- Positions the company in anticipation of new marketplace trends, opportunities, and vulnerabilities.
- Makes sound business decisions when faced with complex and contradictory alternatives.
- Develops long-term strategic alliances and partnerships that increase the company's competitive advantage.
- Equips the organization to become an effective long-term competitor.
- Prepares for business decisions with thorough briefings and consultations.
- Maneuvers well in the dynamic competitive landscape.

### Industry Knowledge

**Proficiency: Expert/Leader**

*Knowledge of the organization's industry group, trends, directions, major issues, regulatory, and trendsetters; ability to apply this knowledge appropriately to diverse situations.*

- Articulates and discusses industry-specific issues and challenges within own organization.
- Monitors relevant industry trends and their implications.
- Monitors market changes and communicates implications to management.
- Explains business directions of key competitors and industry leaders.
- Comments on recent developments in industry’s regulatory environment.
- Describes the history and evolution of the industry and specific segments thereof.

### Organizational Governance

**Proficiency: Expert/Leader**

*Knowledge of the processes, customs, policies, and rules affecting the way the organization is administered and controlled; ability to ensure compliance with same.*

- Demonstrates leadership in assuring governance practices meet the highest placement, standards and rankings.
- Certifies that business processes follow applicable laws and regulations.
- Validates business strategies and tactics vs. stated vision and mission.
- Establishes policies that protect the rights and enable equitable treatment of shareholders.
- Proclaims organizational values that promote ethical and responsible decision making.
- Actively participates in professional organizations.

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<th>Position Qualifications</th>
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<tbody>
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<td><strong>Education or Equivalency Required</strong></td>
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<tr>
<td>• Master’s degree, preferably in higher education, business, liberal arts or similar field, or equivalent combination of education and experience.</td>
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<tr>
<td><strong>Experience Required</strong></td>
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<tr>
<td>• Ten or more years of experience working in the administration of student financial aid.</td>
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<td>• Expert knowledge of federal and state financial aid regulations.</td>
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<td>• Comprehensive knowledge of the undergraduate admission process.</td>
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<tr>
<td><strong>Competencies Required</strong></td>
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<tr>
<td>Demonstrates expert/leader proficiency in:</td>
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<tr>
<td>• Knowledge of, and ability to apply policies and practices for administering a budget.</td>
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<td>• Creating, enhancing and maintaining relationships, particularly with faculty, staff and students in an academic setting.</td>
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<tr>
<td>• Collaborating and embracing diversity, working with a variety of individuals and groups to foster respectful communication, learning and spirit of cooperation.</td>
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<tr>
<td>• Leadership abilities in processes, policies, and behavior affecting organizational administration and performance to implement high impact short-term and long-term practices in a collaborative environment and assuring governance practices meet the highest placement, standards and/or rankings.</td>
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<tr>
<td>• Strategic thinking and planning to make effective long-term business decisions.</td>
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<td>• Ability to communicate with effective use of tools, concepts, and techniques as well as transmission, receipt and interpretation of information and ideas, including oral, written and interpersonal communication.</td>
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<tr>
<td><strong>Desirable Qualifications</strong></td>
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<tr>
<td>• Experience in a University or other not-for-profit organization.</td>
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<tr>
<td>• Demonstrates expert level of leading change management within a department or organization.</td>
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