



Opportunity. **Office of Student Financial Aid Opportunity** at the University of Iowa

POSITION OVERVIEW

Department: Office of the Student Financial Aid, Office of the Provost		
University Classification: Financial Aid Manager	UI Job Code: PCF2	Pay Level: 4A
Working Title: Assistant Director, Professional, Graduate, and State of Iowa Programs		
Percent Time: 100% (40hrs/wk.)	Position Type: Regular P&S, Ongoing	
Administrative Supervisor: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (may supervise students)	Reports to: Senior Assistant Director, Scholarships Programs	
Compensation: \$50,000 anticipated hiring annual salary range; Competitive benefits		

POSITION SUMMARY

To coordinate financial aid for various undergraduate, graduate, and professional college programs which supports the successful completion of their educational goals. To build and maintain a collaborative face-to-face working relationship with all the graduate and professional college financial aid and student services staff.

This position will have opportunity for hybrid work, however a strong in-office emphasis will be placed on building relationships across campus and the State of Iowa.

WHAT YOU DO

<p>Evaluate and Analyze Application Information/Reviews Standards and Regulations; Awards Financial Aid Award/Package (Both Need-and Merit-Based)</p> <ul style="list-style-type: none"> • Coordinate study abroad programs. Establish and maintain procedures to ensure that aid is delivered in a timely manner. Monitor compliance with federal, state, and UI regulations regarding these programs. • Serve as liaison with the Iowa College Student Aid Commission. Responsible for awarding and fund accounting for all State of Iowa programs. • Serve as liaison and meet as needed (minimum of a quarterly basis) between OSFA and professional and graduate colleges (including Nursing and Pharmacy) to disseminate information to professional college administration. Attend their orientation and recruitment events as needed. Staff a financial aid table and be available to address questions as needed. • Assist with developing and maintaining policies and procedures for graduate and professional college students, as well as Nursing and Pharmacy students, State of Iowa programs, and Study Abroad students.
<p>One-on-One Consultation and/or Outreach Services</p> <ul style="list-style-type: none"> • Counsel students as needed regarding financial aid for professional colleges and health related programs, Vocational Rehabilitation, military aid, and scholarships, especially state of Iowa scholarships and grants.
<p>Data Collection, Analysis, and Reporting</p> <ul style="list-style-type: none"> • Coordinate aid awarded for the Medical, Dental, Law, Pharmacy, Physicians Assistants, and Nursing students. Set up award guidelines to ensure compliance with regulations and to ensure early awarding. Monitor award levels as not to exceed fund levels. • Conduct personal outreach and coordinate with all Professional and Graduate colleges about all their costs, and session dates in early fall on an annual basis. Continue the outreach throughout the year as dates and or costs change. Assist with the set-up of the cost of attendance data and session dates in MAUI for Graduate and Professional colleges.
<p>Budget Oversight and Management</p> <ul style="list-style-type: none"> • Review health profession loan information including NURSING loans. Assist with follow-up to students to ensure they have accepted or declined their loans. Review fund balances and project future expenditures.

- Serve as a back-up to assist with administering alternative private loans, short and long term institutional loans for all UI students as needed.

HOW YOU DO YOUR JOB (learn more about competencies and proficiency levels [here](#))

Accuracy and Attention to Detail – Proficiency: *Extensive*

What this looks like:

- Processes detailed information with high levels of accuracy.
- Productively balances speed and accuracy.
- Implements a variety of cross-checking approaches and mechanisms.
- Evaluates and makes contributions to best practices.
- Demonstrates expertise in quality assurance tools, techniques, and standards.
- Employs techniques for motivating personnel to meet or exceed accuracy goals.

Data Gathering and Analysis – Proficiency: *Extensive*

What this looks like:

- Advises on advanced data gathering and analysis methodologies and technologies.
- Evaluates the pros and cons of various data analysis methods for the project(s).
- Implements procedures and policies within a data processing function.
- Teaches others how to improve the validity and reliability of data used in various analyses.
- Evaluates best practices of data gathering and analysis.

Decision Making and Critical Thinking - Proficiency: *Extensive*

What this looks like:

- Uses effective decision-making approaches such as consultative, command, or consensus.
- Differentiates assumptions, perspectives, and historical frameworks.
- Leverages experience in analyzing relevant data and assessing implications of alternatives.
- Identifies decision options and points and predicts their potential impact.
- Evaluates past decisions for insights to improve decision-making process.
- Makes sure assumptions and data are objectively analyzed in decisions.

Financial Aid Programs and Policies – Proficiency: *Extensive*

What this looks like:

- Develops student financial support programs using funds from external sponsors and organizations.
- Coordinates with related departments about financial aid programs.
- Addresses all student inquiries directly related to student financial plans.
- Maximizes financial support to best meet students and their families' needs.
- Monitors financial aid accounts to ensure correct funding and balances.
- Negotiates payment plans, financial aid awards, and loan applications with the university, faculty, banks, and other related parties.

Resource Management – Proficiency: *Extensive*

- Specifies the critical resource needs required to accomplish organizational objectives.
- Mobilizes resources needed to get things done.
- Negotiates with key stakeholders to obtain required resources.
- Applies specific metrics to analyze and revise resource requirements.
- Develops methods for maximizing resource utilization (re-engineering, outsourcing, automation, etc.).
- Updates resource requirements by identifying and responding to changing needs.

Effective Communications – Proficiency: *Extensive*

- Communicates well downward, upward, and outward.
- Employs appropriate methods of persuasion when soliciting agreement.
- Maintains focus on the topic at hand.
- Adapts documents and presentations for the intended audience.
- Reviews others' writing or presentations and provides feedback and coaching.
- Demonstrates both empathy and assertiveness when communicating a need or defending a position.
- Relationship Building with professional and graduate colleges.

Financial Analysis – Proficiency: *Extensive*

- Advises others on a variety of financial tools, techniques and approaches.
- Conducts and documents analyses of a variety of financial statements and indicators.
- Evaluates financial statements and ensures regulatory compliance.
- Directs others work with financial and cash flow ratios and trend analyses.
- Oversees financial analysis to evaluate organizational and managerial performance.
- Anticipates the potential impact of decisions based on financial data analysis.

Leadership – Proficiency: *Extensive*

- Uses emotional contagion to affect the mood of group members, tone of group and group processes.
- Initiates structure: role clarification, setting standards, holding subordinates accountable, etc.
- Translates vision into specific functional or departmental initiatives.
- Uses a normative decision model (with leadership styles and situational variables) to select style.
- Employs various group decision-making methods depending on the situation.
- Promotes efficacy through monitoring, coaching & motivating subordinates, intervention, etc.

Relationship Management – Proficiency: *Extensive*

- Maintains productive, long-term relationships with internal and external customers. Graduate and Professional colleges is critical.
- Conducts periodic reviews of work effort, progress, issues, and successes.
- Creates opportunities to educate teams on "customer" priorities.
- Participates in defining the terms of the services provided in a collaborative relationship.
- Communicates to "customers" regarding expectations of all parties.
- Empowers others to establish collaborative, healthy relationships.

Team Management and Team Building – Proficiency: *Extensive*

- Leads the definition of team mission and objectives for a variety of teams.
- Employs appropriate techniques for maintaining team enthusiasm, energy, and focus.
- Communicates both within the team and to stakeholders.
- Ensures that team members are on board, unified, and moving in the same direction.
- Learns and utilizes special talents and work styles of team members.
- Brings projects to closure and ensures capture of what can be learned from the experience.

UNIVERSITY EXPECTATIONS (see definitions and proficiency levels [here](#))

Collaboration/Positive Impact - Proficiency: *Extensive*

What this looks like:

- Ensures time, resources, energy, learning opportunities, and actions are focused on priorities important to the changing workplace.
- Identifies and resolves disagreements/conflicts in early stages.
- Promotes a safe, fair, respectful environment in which concerns can be addressed effectively.
- Recommends changes to work practices and policies to achieve desired outcomes.

Diversity, Equity and Inclusion – Proficiency: *Extensive*

What this looks like:

- Promotes a respectful, diverse, equitable and inclusive work environment in which concerns are addressed effectively.
- Can identify unit policies and practices that have a disparate impact on specific populations.
- Recommends policies and practices to advance an equitable, inclusive work environment and counter racism, sexism, and other forms of institutional bias.
- Forms respectful relationships with those representing diverse constituencies, and seeks regular input to better understand diversity, equity & inclusion issues and enhance recruitment efforts.
- Engages in on-going self-reflection and continues to advance their knowledge and skills related to diversity, equity and inclusion.

Service Excellence/Customer Service – Proficiency: *Extensive*

What this looks like:

- Participates in developing a variety of effective ways to deal with service challenges.
- Models service delivery and coaches others to deliver excellent service in a variety of settings.
- Communicates well with direct reports, peers, leadership and external constituents.
- Utilizes various methods for information sharing and information gathering. Modifies processes to enhance efficiency and service.

QUALIFICATIONS YOU BRING

Required:

- A bachelor's degree from an accredited college or university; or an equivalent combination of education and experience
- Minimum of 1 year experience working in a post-secondary academic setting or in another sector dealing with detail-oriented projects, counseling, and/or education
- The ability to think critically and provide input and sound interpretations.
- The ability to apply knowledge and decision-making skills to individual situations.
- The ability to manage and build relationships for successful collaborations

Demonstrates a [Working proficiency level](#) in:

- Understanding of the necessity and value of accuracy and attention to detail; ability to process information with high levels of accuracy.
- Knowledge of data gathering and analysis tools, techniques, and processes; ability to use these to gather and analyze data for a specific or variety of needs and/or projects.
- Communicating for effective relationships: the knowledge and application of the communication techniques and relationship building skills that develop the ability to work with a variety of individuals and groups in a constructive and collaborative manner.
- Microsoft Excel, Word, and Outlook.

Desired:

- A Master's degree in Student Development or related field is desirable.
- Basic knowledge of University policies, procedures, and regulations.

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- Previous use of or some exposure to the MAUI system.

Demonstrates a [Working proficiency level](#) in:

- The knowledge of and the ability to develop and implement financial aid programs and policies to attract outstanding students and help them finance their course of study.
- The knowledge of needs analysis and federal verification along with a basic understanding of Federal Methodology.

ABOUT THE DEPARTMENT

The Office of Student Financial Aid assists students with the costs of their educational investment. Our committed team of professionals works in partnership with families, providing information on available options and assisting with the financial aid process.