

**Job Code: ..... 101417**  
**Position #: (NUNC) (E)**  
**Developed by: ..... CJ**  
**Reviewed by: .... DLJ**  
**Approved by:..... LD**  
**Date: 11/19**

**UNIVERSITY OF RHODE ISLAND**  
**Position Description**

**TITLE:** Associate Director, Enrollment Services  
**DIVISION:** Academic Affairs (Enrollment Services)  
**REPORTS TO:** Senior Associate Director, Enrollment Services (Financial Aid)  
**GRADE:** 14  
**SUPERVISES:** Professional, clerical and technical support staff

**BASIC FUNCTION:**

Under the general supervision of the Senior Associate Director, Financial Aid, assist with the day-to-day management of the Financial Aid Office, including the oversight and management of the Financial Aid Student Administration module of the (PeopleSoft) software system. Work closely with the Senior Associate Director, Financial Aid to design and implement effective and efficient financial aid processes. Support the Enrollment Services Department in its mission to provide high quality customer service.

Assist the Senior Associate Director, Financial Aid in developing comprehensive policies involving the delivery of federal, state, and institutional financial aid programs. Analyze and interpret federal and state financial aid regulations. Make recommendations to the Senior Associate Director, Financial Aid regarding implementation of policies and procedures that will enhance the efficiency and quality of service provided while maintaining regulatory compliance. Manage the Financial Aid Department in the Senior Associate Director, Financial Aid's absence.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Assist with the overall administration of the Financial Aid area including, but not limited to, overseeing all systems processing and reporting aspects of the (PeopleSoft) Financial Aid module, data integrity, troubleshooting errors and problems, user security, and electronic file imports/exports.

Work closely with the Senior Associate Director, Financial Aid and Vice Provost, Enrollment Management to develop and implement financial aid awarding strategies using various models and scenarios.

Collaborate with University Computing Systems (UCS) team to identify, troubleshoot, and resolve financial aid system technical issues.

Monitor and update the financial aid system in order to meet continually changing federal, state, and institutional requirements including all tasks related to financial aid system upgrades and new aid-year setup.

Oversee the financial aid application record load system, batch processing, communication generation, awarding, and disbursement of student financial aid for both traditional and online programs.

Provide maintenance of production set-up tables as needed for implementation of new functionality within the Student Financial Aid (PeopleSoft) system, as well as problem solve issues that may occur with existing functions and processes.

Assist with the development, documentation, implementation, and monitoring of policies and procedures necessary to ensure quality control and compliance with federal, state, and institutional regulations.

Manage the daily production schedule of system jobs and workflow.

**OTHER DUTIES AND RESPONSIBILITIES:**

Collaborate with the Department of Institutional Research and other University departments to provide data for required reports, grants, and initiatives.

Create and maintain the technical system for all communications including content of letters, emails, etc. produced to communicate with students and parents.

Develop and coordinate ongoing in-house training for staff relevant to financial aid systems and regulatory updates.

Participate in University yield and retention events such as Welcome Days, Open House, and Orientation.

Perform other duties as required.

**LICENSES, TOOLS AND EQUIPMENT:**

Personal computers, printers, word processing, database management, and spreadsheet software. Microsoft Excel.

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**QUALIFICATIONS:**

**REQUIRED:** Master's degree from an accredited institution; Minimum of six years of progressively responsible financial aid experience managing financial aid programs at a research university of higher education; Minimum of four years of experience managing the technical aspects of financial aid within an enterprise wide system (such as PeopleSoft, Banner, etc.) at a research university of higher education; Demonstrated ability to understand, interpret, and adhere to all areas of federal financial aid policy and procedures, rules, regulations, standards, and compliance; Demonstrated experience with external databases such as the National Student Loan Database (NSLDS) and the Common Origination and Disbursement (COD) systems; Demonstrated supervisory experience; Demonstrated strong verbal and interpersonal communication skills; Demonstrated proficiency in written communication skills; Demonstrated experience with Microsoft Excel; and, Demonstrated ability to work with diverse groups/populations.

**PREFERRED:** Demonstrated experience with the PeopleSoft Student Administration financial aid module; Demonstrated experience with query writing using an enterprise wide system, such as PeopleSoft, etc.; and, Demonstrated experience with modules and online programs.

**ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.**