



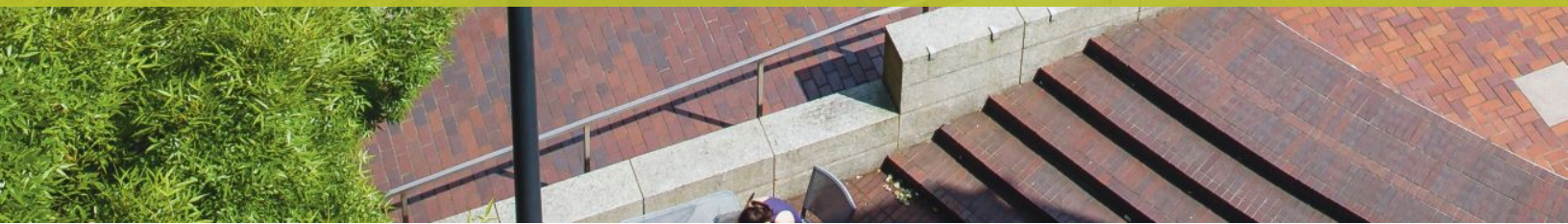
Portland State  
UNIVERSITY



Position Profile

Director of Student Financial Aid and  
Scholarships

December 2019



# ABOUT PORTLAND STATE UNIVERSITY

Portland State University (PSU) is Oregon's largest urban university, located in Portland, Oregon. PSU enrolls over 26,000 students and offers programs for bachelor's, master's, and doctoral degrees. PSU is an internationally recognized university known for excellence in student learning, innovative research, and community engagement. PSU contributes to the economic vitality, environmental sustainability, and quality of life in the Portland region and beyond. Employees describe Portland State University as a vibrant, diverse, progressive place to work and an environment that welcomes process improvement and innovation. Portland State's 50-acre downtown campus is located in the heart of the city; a hub of culture, business, and technology. PSU is just 90 minutes from mountains and the Oregon Coast. See [www.pdx.edu](http://www.pdx.edu).

**The Division of Enrollment Management** is led by Vice President Chuck Knepfle and houses the Offices of Undergraduate Admissions, Student Financial Aid and Scholarships, New Student Programs, and Commencement. The Office of Undergraduate Admissions serves all undergraduate prospective students including high school, transfer, international, post-baccalaureate, and co-admitted students, guiding them through the enrollment process: application, admissions, and orientation. The Office of Student Financial Aid and Scholarships serves prospective and continuing students along with students who have left the university, guiding them through the process of applying and maintaining financial aid and scholarships and management of loans.



## THE POSITION

Reporting to the Associate Vice President for Enrollment Management and Finance & Administration, the Director of Student Financial Aid and Scholarships is responsible for the overall management of the Office of Student Financial Aid and Scholarships. This includes, but is not limited to: funds management; federal, state, and local reporting; policy development and analysis; scholarship administration; compliance oversight; and processing operations. This position will direct administration and compliance of \$220 million on an annual basis in federal, state, and institutional aid and scholarships. The Director will promote staff development, and strive to enhance and cultivate a culture that promotes student success and a positive image of Portland State University to students, parents, contributors, and community members. Serving as a member of the Enrollment Management Leadership Team this position works collaboratively with the colleges/schools, athletics, advancement, other enrollment management departments, and other administrative and student services departments. The Student Financial Aid and Scholarships Office is comprised of a team of 23 staff, 10-15 student employees and an annual operating budget of \$2.1 million. The start date for this position is flexible.

# RESPONSIBILITIES AND DUTIES

## Administrative:

- Plan, develop, and administer an annual budget to maximize the effectiveness of the Financial Aid Office to students and the campus community.
- Oversee review, planning, and implementation of all aspects of the Financial Aid operations.
- Direct the implementation of technological improvements for efficiency.
- Create and lead the implementation of strategies to enhance student service and raise the profile of the Financial Aid Office on campus and within the community.

## Program Development/Management:

- Work with Enrollment Management leadership to develop a packaging philosophy that embodies the institutional mission regarding access, recruitment, recognition, retention, and accountability.
- Direct the systematic and equitable distribution of financial aid resources.
- Administer a consistent and compassionate financial aid appeals process. Ensure external outreach and all communication materials are consistent and of the highest quality.

## Compliance:

- Monitor compliance with federal and state regulations as well as institutional policies and procedures.
- Ensure that the policy and procedure manual is up to date.
- Guide staff in the development of policies and procedures to ensure compliance.
- Interpret all evaluations including internal, state, and federal audits; program reviews; and accreditation guidelines; and implement changes to ensure compliance.
- Communicate information to colleagues, team members, and staff regarding any changes in legislation and regulations.

## Staff Development and Customer Service:

- Create opportunities for staff to grow personally and professionally in their positions.
- Ensure that the job classifications are consistent and that staff communicate professionally with colleagues throughout the University.
- Ensure staff are well-trained, receive regular and accurate feedback, and have their concerns heard and addressed.
- Encourage staff to participate in trainings, seminars, conferences, and meetings.
- Ensure all policies and decisions are made through a lens of customer service towards students.
- Participate on various University committees and workgroups to define and develop institutional goals regarding financial aid issues.
- Advise University leadership, Enrollment Management Leadership Team, and other senior-level administrators on financial aid issues.

## Budget:

- Develop and manage complex budgets.
- Have ability to adjust budget or expenditures and approve expenditures of others.

# QUALIFICATIONS AND EXPERIENCE

## Required:

- Bachelor's degree from a regionally accredited institution.
- A minimum of three years of successful experience in Financial Aid at the Director (or) Associate Director level.
- Demonstrated leadership of a diverse unit of financial aid and scholarship professionals.
- Prior responsibility for audit management, program certification, and ensuring compliance.
- Experience with automated disbursement and tracking through financial aid software and knowledge of current applications.

## Preferred:

- Master's or doctoral degree.
- Financial aid leveraging and modeling experience.
- Scholarship administration experience.
- Ellucian Banner experience.

## Key Cultural Competencies:

- Creates an environment that acknowledges, encourages and celebrates differences.
- Functions and communicates effectively and respectfully within the context of varying beliefs, behaviors, orientations, identities, and cultural backgrounds.
- Seeks opportunities to gain experience working and collaborating in diverse, multicultural, and inclusive settings with a willingness to change for continual improvement.
- Adheres to all PSU policies including the policies on Prohibited Discrimination & Harassment and the Professional Standards of Conduct.



# INQUIRIES, NOMINATIONS AND APPLICATIONS

Confidential review of applications will begin immediately and continue until the position is filled. **Applications received by January 15, 2020 will be given first consideration.** Please submit your CV/resume and a one-page letter explaining your interest and fit. To apply online, go to: <https://theapplicantmanager.com/jobs?pos=su186>

**For more information or to make nominations:**

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*PSU is an affirmative action/equal opportunity employer, and seeks candidates who are committed to the highest standards of scholarship and professional activities and a campus climate that supports equality, diversity and inclusion.*



Summit Search Solutions, Inc. is a boutique executive search firm dedicated to serving education and nonprofit communities nationwide. Summit has a team of experienced recruiting consultants in strategic locations across the country including California, Kansas, New York, North Carolina, and Oregon.





## ABOUT PORTLAND

Big city excitement and small-town charm make Portland one of the most popular cities on the west coast. Situated approximately 70 miles from the Pacific Ocean where the Columbia and Willamette Rivers meet, Portland enjoys a magnificent setting, combining sparkling waterways with lush greenery rarely found in urban settings. The Portland metro area is home to approximately 2.35 million residents. Portland is widely recognized in national surveys and rankings as one of America's most livable cities.

Portland's historic old town, many galleries and museums, Saturday Market, Waterfront Park and an abundance of fine restaurants keep residents and visitors busy and satisfied. The performing arts in the area offer classical music, jazz, and blues as well as theater and dance. Portland is just a short distance from the spectacular Columbia Gorge and Multnomah Falls, windsurfing at Hood River, valley wineries, skiing at Mt. Hood, and the drama of the Oregon coast.

Portland is known for its extensive park system of more than 200 parks. These encompass such areas as the elm-shaded South Park Blocks in the downtown area and Washington Park, home of the International Rose Test Garden and a Japanese Garden. Portland's Forest Park, over 5,000 acres, is the largest park within a city in the U.S. and has nearly 80 miles of walking trails.

Portland's award-winning mass transit system is one of the most extensive and advanced in the U.S. and includes buses and the MAX, an urban light rail line, as well as a downtown transit mall.

*To learn more about Portland and surrounding areas:*

*Information about Portland, OR: <https://www.travelportland.com/>  
Portland Regional Chamber of Commerce: <https://www.portlandregion.com/>  
City of Portland, OR: <https://www.portlandoregon.gov/>*

