



# ADLER UNIVERSITY

Position Profile

**Director of Financial Aid**

February 2020

*This search is managed in partnership with Summit Search Solutions, Inc.*



## THE INSTITUTION

Established in 1952 to build on the pioneering work of Alfred Adler, the first community psychologist, Adler University educates students to engage the world and create a more just society. The University changed its name from the Adler School of Professional Psychology in January 2015 to reflect its growing scope of programs and more strongly support its vision as the leading academic institution advancing socially responsible practice, healthy communities, and a more just society. Approximately 1,600 students are enrolled in Adler’s master’s and doctoral programs for social change on campuses in downtown Chicago and Vancouver, and an Online Campus. Through practica, internships, training and community engagement with hundreds of community partners, Adler’s students provide more than 580,000 direct service hours to communities each year.

The University has established and carefully maintains a high-quality student-focused learning environment, with small class size (average 10 students per section) and close faculty mentoring (a ratio of 13 students per core faculty member). Following a competitive admissions process:

- 96 percent of Adler students are retained year-to-year;
- 80 percent of students graduate;
- 91 percent of alumni are employed within a year of graduation;
- 96 percent of alumni report that their preparation in socially responsible practice is important to them in completing their daily work;
- The loan default rate is just 3 percent in the United States and 0 percent in Canada.

Adler’s Institute and Centers engage students, faculty, practitioners, and communities in advocacy, applied research, and action for social justice. Adler University holds the Community Engagement Classification by the Carnegie Foundation for the Advancement of Teaching, recognizing higher institution practices for exemplary community engagement. In addition, Adler University was honored with the President’s Higher Education Community Service Award in 2016.

For 68 years, the institution has adhered to the Adlerian principles upon which it was founded and will continue to do so. The Board of Trustees has recently reset and extended [Adler University’s 2015-2020 Strategic Plan](#) through 2020 – see more information about related accomplishments described in Adler’s annual report [here](#).

Learn more at: <http://www.adler.edu>

Adler University is accredited by the Higher Learning Commission.

**Location:** Chicago, Illinois





## THE POSITION

The Director of Financial Aid reports directly to the Vice President for Administration and develops and oversees the University's financial aid packaging, counseling, and delivery operations, steering the program through and ensuring compliance with Title IV regulation. Responsibilities include ensuring accurate dissemination of information to the University community including students, staff, administration, and faculty. In coordination with the VPA and other campus colleagues, the Director sets strategy, develops tactics, and aligns with the best practices aimed at delivering excellence in financial services to students.

The Director plans, organizes and supervises the daily operations of the Financial Aid Office, including federal work-study, institutional scholarships, and veteran's programs; conducts outreach and training regarding financial aid; prepares and maintains the department budget; prepares and maintains a variety of reports and records; directs the determination and awarding of financial aid; and develops comprehensive policies and procedures covering federal, state and institutional financial aid programs.

### Responsibilities and Duties:

- Manages financial aid operations through utilization of the integrated student information system - Ellucian Colleague.
- Develops and implements best practices that support the goal of enrollment growth and quality of services.
- Trains and conducts annual performance development evaluations for the financial aid staff.
- Develops and maintains relevant policies and procedures in accordance with federal regulations and departmental and University policy.
- Develops and administers a system of quality control to ensure compliance with federal and state regulations across all campuses.
- Manages daily operations of the department. Develops and maintains master calendar for the department. Plans, organizes, and implements work projects. Facilitates communications about departmental activities, events, deadlines, and timelines.
- Develops and updates communications used to convey and describe financial aid programs and services in accordance with federal consumer information laws, including publications and forms.
- Evaluates student need; analyzes and verifies student eligibility for financial aid programs; monitors student academic progress for continued aid eligibility; prepares and processes awards to eligible students; reviews student appeals and/or special circumstances.

- Plans financial aid disbursement schedules; prepares and processes payment rosters.
- Plans, prepares, and administers annual budget for the operation of the Financial Aid Office.
- Develops plans for the federal work-study allocation and oversees budget/earnings reconciliation.
- Submits monthly enrollment information to the National Student Clearinghouse for all campuses.
- Oversees and manages certification process for Veteran's benefits and related audits.
- Oversees and manages federal enrollment reporting.
- Supervises maintenance and retention of confidential student files. Draws down all electronic student aid records and processes corrections.
- Maintains records for the authorization, disbursement, and reconciliation of all the federal, state, and local student aid program funds.
- Identifies computer application needs of department and coordinates with IT to implement program improvements.
- Participates in the Colleague users group to ensure timely and strategic utilization of applicable modules, features, and automations.
- Provides leadership and management of professional staff, support staff, and department operations.
- Updates and manages applicable financial aid policies and practices for processing financial aid.
- Administers financial literacy, debt management, and default management programs.
- Manages receipt of student scholarships, grants, and third party payments.
- Manages external audit of Title IV funds.
- Work closely with registrar/bursar and finance department to ensure compliance in terms of cash management when disbursing Title IV funds.
- Maintains professional knowledge of federal and state financial aid regulations and policies and manage the administration of Title IV funds in compliance with all such regulations and policies.
- Other duties or special projects that may be assigned.

### Education/Experience:

- Bachelor's degree in a related field required; Master's degree preferred.
- Minimum of three years of work experience in a post-secondary institution with director-level administrative responsibility for financial aid services.
- Experience must include supervision of staff and in-depth experience managing back-end setup.
- Financial aid support of online/digital programming is required.
- Experience with Ellucian Colleague is a plus, but strong understanding of systems, generally, is required.

### Core Behaviors:

#### Communication:

- Effectively expresses oneself in all oral and written communications.
- Exhibits good listening and comprehension skills.
- Keeps others informed, as well as responds, in a timely manner.
- Demonstrates match between words and actions.
- Responds with tact, diplomacy, respect, and composure when dealing with others.
- Promotes the spirit and essence of the School's Vision, Mission, Values and Key Strategies through both verbal and written communication.

**Teamwork and Collaboration:**

- Cooperates with others toward the achievement of common goals.
- Seeks consensus and win-win solutions to problems and conflicts.
- Contributes actively and participates fully in team initiatives.
- Puts success of the team above own interests.
- Builds and maintains constructive work relationships.

**Responsive to Change:**

- Supports changes in the work environment.
- Displays a proactive, problem-solving approach toward work.
- Committed to life-long learning by continuously increasing skills, knowledge, and effectiveness.
- Actively seeks and initiates creative and innovative solutions.
- Exercises sound, accurate, and informed independent judgment when needed.

**Quality-Driven and Accountable:**

- Results-oriented and committed to quality through continuous process improvement.
- Eliminates ineffective activities and closes performance gaps.
- Anticipates and responds to customer needs.
- Monitors own performance, accepts responsibility for actions, and actively seeks feedback.
- Meets deadlines and completes projects and activities in professional, timely manner.
- Seeks opportunities to increase productivity and/or reduce costs while maintaining highest quality standards (fiscally responsible).

**Support of Vision, Mission, Values, Key Strategies:**

- Supports and models the School's Values of: social interest, compassion, justice, respect for the individual, honors diversity and difference, intellectual rigor, optimism, and collaboration.
- Articulates the School's Vision, Mission, and Key Strategies in a way to educate others.
- Demonstrates active commitment in advancing the School's Vision, Mission, and Key Strategies.
- Exhibits personal integrity, honesty, zeal, and compassion.
- Aligns work processes to advance the School's strategic plan and key strategies.





## TO APPLY

Confidential review of applications will begin immediately and continue until the position is filled; parties who apply by **March 13, 2020** will be given first consideration. Please submit a PDF version of your CV/resume and letter of interest upon application. All applications and nominations will be held in confidence.

To apply online, go to: <https://theapplicantmanager.com/jobs?pos=su197>

### More information or to offer recommendations or nominations:

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*It is the policy of Adler University that all persons are entitled to Equal Employment Opportunity (EEO) protection. The University does not discriminate against any individual for employment because of age, religion, race, color, gender, gender identity, sexual orientation, national origin, ancestry, marital status, physical or mental disability, military status (including unfavorable discharge from the military), or any other category protected by federal, state, or local law.*

*As part of the Adler's equal employment opportunity policy, Adler will also take affirmative action to ensure that minority group individuals, females, disabled veterans, recently separated veterans, other protected veterans, Armed Forces service medal veterans, and qualified disabled persons are introduced into our workforce and considered for promotional opportunities.*



*[Summit Search Solutions, Inc.](#) is a boutique executive search firm dedicated to serving education, healthcare and not-for-profit communities nationwide. Based in Asheville, NC, Summit has a team of experienced recruiting consultants in strategic locations across the country including California, Kansas, New York, North Carolina and Oregon.*



## CHICAGO, ILLINOIS

Few cities in the world can match the character and culture of Chicago. Visitors and residents alike find world-class dining, museums, entertainment, and striking architecture in the largest and most visited city in the Midwest.

Chicago is the third most populous city in the United States with approximately 2.7 million residents. The city is traversed by the Chicago and Calumet rivers, and with many parks and green spaces, the city offers stunning natural beauty along with an urban landscape. Lake Michigan offers a wonderful escape, and Chicagoans can stroll the shoreline, play volleyball, bike, or jog along the lakefront. The Chicago Park District consists of 552 parks with over 7,300 acres of municipal parkland. There are thirty-three sand beaches, two world-class conservatories, sixteen historic lagoons, and ten bird and wildlife gardens.

As a multicultural city that thrives on the harmony and diversity of its neighborhoods, Chicago today embodies the values of America's heartland - integrity, hard work, and community and reflects the ideals in the social fabric of its 77 distinct neighborhoods. Some favorite ethnic communities to explore in Chicago include Greektown, Chinatown, Ukrainian Village, and Little Italy.

- Chicago has one of the most inclusive LGBTQ+ communities in the nation. It was named "**City of the Year**" by GayCities.com.
- Time Out magazine ranked Chicago the **best city in the world** in 2018.
- Chicago is recognized across the United States as a very passionate sports town. With professional teams such as the: Chicago Bears, Blackhawks, Bulls, Fire, Cubs, and White Sox.

The dining choices in the Chicago area are as diverse as the people are, and everything from ethnic food to contemporary and innovative dining can be found. The city is home to twenty-three Michelin-starred restaurants. *Saveur* magazine even dubbed Chicago "America's new culinary star."

Chicago has long been known for theatre, from big productions at landmark venues in Chicago's downtown Theatre District to experimental works at small storefront theaters in outlying neighborhoods. When it comes to music, there are live performances of every kind every night of the week, although jazz and blues have a special place in the city's cultural history.

Chicago is a travel hub, which means it is easy to get to and from anywhere in the country or the world. Chicago is served by Midway International Airport on the south side and O'Hare International Airport, the world's third busiest airport, on the far northwest side. Once one is in Chicago, there are many convenient options for getting around, from bike paths and L trains to buses and cabs.

*For additional information on Chicago, please visit:*

<http://www.choosechicago.com/>

<http://www.cityofchicago.org/city/en.html>