



Position Profile

## **Assistant Director of Financial Aid**

February 2021

(Note: This job qualifies for partial virtual office flexibility)

*In partnership with Summit Search Solutions, Inc.*

# ABOUT THE INSTITUTION

*Southern California University of Health Sciences (SCU) is a regionally accredited, nonprofit institution specializing in health care education. SCU is dedicated to its core values of integrative health, evidence-based practice, health equity, and inclusivity.*

The Southern California University of Health Sciences (SCU) was founded in 1911 as the Los Angeles School of Chiropractic. SCU has added multiple programs over the years and is today a comprehensive health sciences university offering certificate, baccalaureate, and graduate-level education to students interested in pursuing a career in the health professions. SCU has a history of providing the highest levels of patient care and has gained a reputation for excellence in an evidence-informed curriculum. The university holds institutional accreditation with the Western Association of Schools and Colleges (WASC) as well as several programmatic accreditations. For more information: <https://www.scuhs.edu/>



SCU's mission is to educate students as competent, caring, and successful integrative healthcare practitioners. Faculty, staff, and students enjoy a collaborative and engaged community that includes an active student association, staff senate, and faculty senate. SCU has been educating practitioners for over 100 years.

The university is proud of the SCU Health Center, a unique educational health and wellness facility residing in the heart of Whittier, California. Skilled and qualified students provide care under the close guidance of expert, licensed SCU Health System practitioners. The SCU Health Center provides chiropractic, acupuncture, Ayurveda, and urgent care services to address a variety of ailments and medical conditions. Each patient, based on their needs and condition, receives a customized plan that is right for their health and lifestyle.

The university is committed to providing excellence in academics, service, scholarship, and leadership through its diverse program portfolio:

- Doctor of Chiropractic
- Doctor of Acupuncture & Chinese Medicine
- Master of Acupuncture & Oriental Medicine
- Master of Science in Human Genetics and Genomics
- Master of Science in Medical Science
- Master of Science: Physician Assistant Program
- Bachelor of Science in Health Sciences
- Accelerated Science Courses
- Ayurveda Certificate Program
- Clinical Internship for Ayurveda Practitioners
- Sports Medicine Residency
- Veteran Affairs Residency

[The Refreshed Institutional Plan to 2023](#) provides a sustainable plan for the success and growth of Southern California University of Health Sciences.

## QUICK FACTS

- Serving over 1,200 students
- 13:1 Student to Faculty Ratio
- 6 Continents represented by SCU Alumni
- 30+ Student Groups and Associations
- 20 Average Class Size
- 35,000 Annual patient visits to the SCU Health System allowing students real world experience
- 12 Affiliated Health Centers
- 25 Acre Campus



## THE OPPORTUNITY

### Assistant Director of Financial Aid

This position is responsible for performing specialized duties in support of the Financial Aid Office; helping staff and students related to the awarding and disbursement of financial aid; maintaining financial aid database; and reviewing and auditing work of the department. The Assistant Director will supervise a Senior Financial Aid Counselor.

*NOTE: This position has the option of being a partially virtual role with schedule flexibility.*

#### *Duties and Responsibilities:*

- Analyzes and processes requests for financial aid in accordance with established federal, state, and university policies, and guidelines, laws, and regulations.
- Prepares and sends correspondence to students; disburses financial aid awards in accordance with approved policies and practices.
- Provides information regarding financial aid programs and answers questions from staff, students and the public regarding financial aid programs and the process of receiving financial aid; meets with students to discuss programs and reviews applications; conducts workshops and presentations as needed.
- Performs financial aid application data load process, including downloading electronic application and correction records from federal processor; runs and reviews reports to determine type and level of action to update records and/or resolve discrepancies.
- Maintains the financial aid database and various systems; coordinates upgrades with the Director of Financial Aid and performs tests and runs queries to ensure the integrity of data; regularly communicates system updates and trains others to successfully implement new modules; troubleshoots issues.
- Researches financial aid records; resolves problems regarding the application process and the awarding and disbursement of financial aid; performs revisions to financial aid awards disbursements due to changes in enrollment and/or eligibility requirements.
- Transmits, monitors, reviews, and corrects Pell Grant and other financial aid information records to and from the federal college system, NSLDS, CPS, and related systems; follows-up with students and staff to resolve any issues.
- Ensures the Satisfactory Academic Progress (SAP) evaluation process is executed in accordance with established district, state, and federal policies, guidelines, laws, and regulations.
- Maintains a variety of files, records, and reports; prepares and sends correspondence; prepares reports as necessary; gathers data and generates production and other reports.
- Reconciles financial aid programs as assigned.
- Updates and documents work procedures regarding financial aid systems, federal aid program reconciliation, and all other areas of responsibility.

- Reviews and audits work performed by Financial Aid Counselors in relation to verification and packaging; monitors for compliance with district, federal, state, and local regulations, and policies.
- Assists in the selection and training of new employees and student workers; provides work direction to other employees in the Financial Aid Office.
- Coordinates the activities of the Financial Aid Office in the absence of the Director.
- Maintains current knowledge of financial aid programs, related software, regulations, procedures, and processes; participates in training related to responsibilities.

### *Qualifications:*

- Associates degree required from a regionally accredited institution. Bachelor's degree preferred.
- Three or more years of significantly responsible experience in Financial Aid.
- Experience with Microsoft Office applications (i.e., Word, Excel, Access, Outlook, data query, PowerPoint).
- Experience with vendor software and databases such as ScholarNet, EDconnect, Common Origination and Disbursement (COD), National Student Loan Database System (NSLDS), and Direct Loan Tools preferred.
- Jenzabar/JFA experience preferred.
- Supervisory experience preferred.
- Ability to read, analyze, and interpret technical reports, financial reports, and legal documents.
- Ability to respond constructively to inquiries, questions and concerns from students, colleagues, regulatory agencies, etc.
- Ability to create communications that conform to prescribed style and format.
- Ability to effectively present information to individuals, groups, and executives.

### *Competencies:*

- **Analytical** - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.
- **Business Acumen** - Understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition; aligns work with strategic goals.
- **Change Management** - develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.
- **Cost Consciousness** - Works within approved budget; develops and implements cost saving measures.
- **Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; meets commitments.
- **Delegation** - Delegates work assignments; matches the responsibility to the person; gives authority to work independently; sets expectations and monitors delegated activities; provides recognition for results.
- **Managing People** - Includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; available to staff; provides regular performance feedback; develops subordinates' skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services.; continually works to improve supervisory skills.
- **Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem-solving situations; uses reason even when dealing with emotional topics.
- **Project Management** - Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.
- **Technical Skills** - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.



## PROCEDURE FOR CANDIDACY

Confidential review of applications will begin immediately and are welcomed until the position is filled. Please submit your resume and letter of interest. To apply online go to <https://theapplicantmanager.com/jobs?pos=su234>

*For nominations or further information:*

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*Southern California University of Health Sciences is an equal opportunity employer. Members of underrepresented groups are encouraged to apply.*



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



Image by David Mark from Pixabay

## WHITTIER and SOUTHERN CALIFORNIA

**Whittier** has a unique combination of community identity, spirit, and cooperation that have helped make it one of the most attractive and desirable residential and business locations in Southern California. Located in Los Angeles County, about 12 miles southeast of the City of Los Angeles, it boasts beautiful year-round weather with temperatures rarely reaching above 90 degrees or below 50 degrees.

Living in Whittier offers residents a small-town feel but with the benefits of a large metropolitan area with access to a vast array of cultural and recreational opportunities. In addition to all the attractions offered by the private sector, the County has several world-class facilities including the Music Center, Hollywood Bowl, Museum of Art, the Natural History Museum, the Ford Theatre, and Marina del Rey. The County manages 87 regional and local parks, 344 miles of horse and hiking trails, 19 golf courses, 31 public swimming pools, and 25 miles of beaches.

And there is no end to what Southern California (SoCal) offers in the way of world-renowned restaurants, gallery exhibits, theater, and just about every outdoor activity you can think of.

Southern Californians lead an outdoor lifestyle where family dinners can be served on the patio, an office worker can go for an outdoor run during his lunch hour and weekends can be spent bike riding, hiking, or taking the dogs for a long walk, followed by a stroll through the neighborhood farmers market. This is the life in SoCal year-round.

To learn more about *Whittier* and *Southern California*, visit:

*Whittier Chamber of Commerce*: <https://www.whittierchamber.com/>

*LA County*: <https://www.lacounty.gov/>

*Los Angeles Times Arts & Culture*: [https://www.latimes.com/entertainment/arts/?\\_lb=1](https://www.latimes.com/entertainment/arts/?_lb=1)

