



Position Profile

**Director of Financial Aid**

November 2021

(Note: This job qualifies for remote status)

*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 an 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 Occupational Therapy (in development)
- Doctor of Physical Therapy (in development)
- 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

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

# THE OPPORTUNITY

## Director of Financial Aid

The Director of Financial Aid is a key part of SCU's infrastructure and success. This position is responsible for serving as the chief administrator of the University's student financial aid and student employment services functions, this multi-faceted and rewarding position is primarily responsible for providing leadership in the management of daily operations within the Financial Aid Office. *NOTE: This position has the option of being remote.*

### *Duties and Responsibilities – Your Mission:*

- Provide leadership and management of the operations of the financial aid office.
- Administer Title IV programs in compliance with all Federal Student Aid regulations and CFRs.
- Oversee the student aid strategy for the University.
- Create new aid sources for students and implement those sources as available and applicable.
- Provide exceptional customer service to both internal and external customers.
- Communicate accurately, effectively, and professionally with students and parents, campus constituents, and government agencies. Counsel students and parents through the financial aid application and awarding process including financial registration and late academic registration.
- Prepare and submit applications for private, local, state, and federal financial aid funding and coordinate department during audits.
- Provide information to students on aid programs, maintain student records, evaluate aid applications, and ensure aid is correctly disbursed in a timely manner.
- Propose and implement financial aid policies and procedures, and ensure compliance with applicable institution, accreditation, state, and federal policies, requirements, and regulations.
- Hire, train, supervise, direct, and evaluate staff working in the financial aid department.
- Provide staff with ongoing training including file completion, awarding, and accuracy assessment.
- Oversee and implement efficient, accurate, and student-focused financial aid processes for awarding student loans, grants, and scholarship packages. This includes monitoring work-study, satisfactory academic progress, and federal, state, and institutional grant expenditures.
- Set daily process workflow objectives and ensure they are met, monitor financial aid counselor progress, and enforce accountability.
- Develop and implement criteria to expedite verification, packaging, and reconciliation of financial aid applications and awards, in time with institutional and federal cycles.
- Demonstrate efficient and effective planning and implementation of administrative functions related to processing and reporting financial aid.
- Develop and implement short and long-range plans to conduct internal audits of files for compliance.
- Ensure that monthly and annual reconciliations of aid are performed, and outstanding items are resolved within federal and institutional deadlines.
- Ensure that the annual compliance audit is executed with minimal findings. Any findings should be addressed and corrected via a Corrective Action Plan, and findings should not be repeated year over year.
- Assist colleagues in interpreting Federal Student Aid, state, accrediting agency, and institutional regulations, policies and procedures as they apply to the institution's authorization to award financial aid.
- Develop strategies that are in compliance with federal and state regulations and align with the institution's objectives for enrollment.
- Prepare financial aid program printed and electronic materials and presentations for on and off campus enrollment events, and participate in those events, as needed.
- Act as a liaison/contact with the SCU Financial Literacy / Default Management program ECMC or equivalent.
- Oversee the review of student files for completeness and accuracy.
- Maintain effective communication with students, staff, and faculty.

- Ensure that the University community has an understanding of and appreciation for the work accomplished by Financial Aid and Student Employment by representing these offices on various university committees and by reporting accomplishments to a wide constituency.
- Collect and maintain confidential student documentation in accordance with federal, state, accrediting agencies, and institutional policies, to include disposal of such information in a timely and appropriate manner.
- Ability to prioritize responsibilities in order to meet deadlines.
- Oversee the review and authorization of student financial aid awards.
- Determine and set Costs of Attendance in compliance with Title IV regulations and consistent with student experiences.
- Ensure ethical and accurate documentation and record keeping that meets all institutional and regulatory standards.
- Collaborate with various offices including Admissions, Accounting, Bursar, Advancement, and Registrar on effective and efficient workflow processes and deadlines.
- Ensure active communication and cohesive working relationships with all other departments.
- Utilize the university system and computer resources for maximum efficiency.
- Lead the department in all aspects of electronic processing of financial aid and loan applications.
- Coordinate all aspects of student notification (tracking letters, loan renewals, etc.).
- Develop and administer the departmental budget.
- Contribute to the overall success of the department and the student by being an active team member of the institution.

### *Qualifications, Skills, and Abilities:*

- Bachelor's Degree (BA) from four-year college or university.
- Computer skills required: Internet Software; Spreadsheet Software (Excel); Word Processing Software (Word); Electronic Mail Software (Outlook); and Presentation software (PowerPoint).
- Other computer skills: Jenzabar J1 or EX a plus; JFA a plus.
- Five or more years of experience in all aspects of college student financial aid administration are preferred.
- Experience as Director, Associate, or Assistant Director of a program of similar complexity and scope is required.
- Experience with a highly automated financial aid management system is preferred.
- Demonstrable experience excelling in the administration of Title IV aid, exemplary teamwork and student success philosophy and skills, and a deep understanding of, and commitment to, administering financial aid programs in accordance with all federal, state, and institutional regulations and policies.
- Innovation, Collaboration, Accountability, and Respect.
- Responding politely to customers/students/candidates.
- Working as a team member.
- Being able to think quickly and act appropriately in emergency situations.
- Functioning under intense time pressure.
- Working extra hours as required.
- Ability to read, analyze, and interpret common technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to top management, public groups, and/or boards of directors.

# WHY CONSIDER THE OPPORTUNITY

- If you want to set a strategy, work with amazing senior-level leaders, make a significant impact, enjoy every day, and work in an environment void of traditional university politics - welcome!
- A university that is full of diverse, smart, passionate people who are committed to challenging convention and embracing collaboration.
- An incredible culture that drives everything they do.
- A welcoming team that embraces differences and has fun together.
- A chance to make a difference in a growing university with a focus on developing whole-person health care degrees.
- The ability to work in an environment that is a combination of work-from-home and on-campus. On-campus work will be dependent upon need and planned activity and is estimated at 2-4 times a year.
- A competitive salary and fantastic benefits, and the ability to make an impact.



# PROCEDURE FOR CANDIDACY

Confidential review of applications will begin immediately and are welcomed until the position is filled but preference will be given to applications received by **November 23, 2021**. Please submit your resume and letter of interest. To apply online go to <https://theapplicantmanager.com/jobs?pos=su275>

*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 the education and nonprofit sectors nationwide. Based in Asheville, NC, Summit has a team of experienced recruiting consultants in strategic locations across the country including California, Colorado, Kansas, Maryland, New York, and North Carolina.*



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## 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)

