



Position Profile
Deputy Executive Director of Financial Aid
November 2022

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THE INSTITUTION



The **University of Utah** (the U) is the state’s flagship institution of higher education, with 18 schools and colleges, more than 100 undergraduate and 90 graduate degree programs, and an enrollment of more than 32,000 students. In 2019, the University joined the Association of American Universities, an invitation-only, prestigious group of 65 leading research institutions marked by excellence in academic expertise and research impact, student success, and securing resources in support of core missions, which are focused on serving the increasingly diverse student population at the U. In Fall 2021, domestic students of color accounted for more than

30% of the undergraduate population—up from 18% in 2009.

The U is located in Salt Lake City, one of the most dynamic and fastest-growing—economically and culturally—metropolises in the U.S. The city is uniquely situated to offer both unmatched outdoor and exciting urban experiences, with mountain vistas only a few steps away and vast red-rock desert landscapes within reach of a scenic afternoon drive. Additionally, the Utah Asia Campus was established in 2014 and is located in Songdo International Business District in South Korea. Students attending the Utah Asia Campus find the same world-class U.S. academic experience offered at the campus in Salt Lake City.

At the U, you'll find world-class research, education, and clinical care complemented by a lively social, cultural, and athletic campus experience. An unparalleled spirit of entrepreneurship, collaboration, and community service has enabled the U to innovate across fields, pioneer new programs with social impact, generate path-breaking discoveries, fuel critical research, and inspire innovative approaches to education.

President Taylor R. Randall became the 17th President of the University of Utah in August 2021, following a prior tenure as the dean of the University’s David Eccles School of Business. Under his leadership, the Eccles School gained a national reputation as a place of innovation, garnering top 10 entrepreneurship rankings for both undergraduate and graduate programs. During his time as dean, the value of an Eccles School education increased dramatically. He established the First Ascent Scholars Program, which cultivates, encourages, and enables academically focused students with significant financial needs to attend the Eccles School. President Randall recently released his [strategic vision](#) for the University of Utah calling for increased enrollment to 40,000 students and an increase in research funding to \$1 billion by 2025. This plan emphasizes the collaboration between the main and health campuses at the University of Utah, which is referred to as “One U.” Working together across campus will allow the U to meet the vision described by President Randall to accelerate the University’s rise as it focuses on four overarching goals: student success, knowledge transfer, community engagement, and institutional vitality.

The U strives to be a model public university in delivering unmatched value in higher education and health care while making social, economic, and cultural contributions that improve the quality of life throughout the state, the nation, and the world. The U’s reputation for excellence draws top-tier faculty and attracts motivated students nationally and internationally. Students bring diverse experiences and outlooks – representing traditional and nontraditional students alike – thereby enhancing the exceptional educational experience the U offers.

Learn more at utah.edu.





THE OPPORTUNITY

Deputy Executive Director of Financial Aid

The Position

The Deputy Executive Director serves as second in command for the office and serves in place of the Executive Director's absence. They serve as primary support to the Executive Director; oversee effective office operations and programs management; ensure logistics/standards for processing and service are timely, accurate, efficient, inclusive, and equitable; monitor institutional and student eligibility requirements; coordinate and submit updates to program participation agreements; and ensure completion of surveys and annual reports.

Responsibilities

Operations and Programs Management

- Oversees effective management of office operations and management of scholarship and financial aid programs.
- Ensures effective planning, preparation, and training for area and supervised staff.
- Coordinates origination, disbursement, and reconciliation of all scholarship and program fund accounts.
- Reviews and approves annual cost of attendance budgets, loan period dates, and disbursement dates.
- Ensures outreach programs are clear, helpful, inclusive, and equitable; approves office communications (print, media, and web content and format).

Processing and Service Logistics

- Establishes and adjusts service and processing benchmarks to ensure processing is completed and services are delivered timely, accurately, efficiently, and effectively, as well as in an inclusive and equitable manner.
- Facilitates collaborative communications and processes among partner offices to help ensure timely and accurate delivery of student scholarship and financial aid funds, as well as sharing data and information affecting student eligibility.
- Supports integration of processing and service of scholarship and financial aid programs; identifies technical solutions necessary to streamline processes related to financial aid applications, review, disbursement of funds and reporting requirements.

Institutional and Student Eligibility

- Monitors statutory, regulatory, and policy changes affecting student eligibility for scholarships and financial aid programs at the University.
- Coordinates and submits updates to institutional eligibility, program participation, and other legal agreements.
- Maintains documentation of Title IV eligible programs of study, including definitions of an academic year and program calendars.

Reporting and Data Analysis

- Approves all financial aid reporting to external organizations or national surveys prior to submission.
- Compiles and distributes year-end reports on aid distribution patterns, overall office operations, and general trends in scholarships and financial aid.
- Monitors the expenditure of state, federal, private, and university funds to ensure fiscally-sound program administration and full utilization of funds; develops fund utilization strategies.
- Contributes to financial aid data requests and data analysis.
- Anticipates problems where data/trends provide indicators; develops mitigation plans.
- Formulates and applies research in developing financial aid policies and programs that promote recruitment, retention, and student success.

Training and Professional Development; Maintaining Professional Demeanor

- Maintains current knowledge of policies, rules, regulations, technical standards, and high-impact practices associated with administering and delivering federal, state, institutional, and private financial aid programs.
- Actively participates in professional meetings, conferences, and workshops; meets and communicates regularly with colleagues in similar positions/roles; researches industry practices; shares resulting knowledge and research with management and staff in order to serve well the students and the institution.
- Assists with maintaining current and accurate policies and procedures; provides clear and accurate documentation of transactions, conversations, interactions, and edits to records affecting student eligibility and/or compliance with applicable regulations, statutes, and/or policies.
- Maintains professional appearance and demeanor, including when engaging students, families, colleagues, and members of the public.

Management of Office; Effective Management of Area

- Actively participates in office management, including planning and directing personnel and financial/budget activities, data/statistical reports and evaluations, and complex funding applications.
- As part of overall office management, ensures processes are programmed and executed appropriately and effectively in systems and technology platforms; routinely and thoroughly reviews output for accuracy and compliance.
- Serves on and/or oversees various office committees, which may include such functions as communications plan, appeals processes, outreach, personnel, forms and publications, etc.; position may also be asked to serve on Enrollment Management and/or University committees.
- Represents the office professionally and effectively among university and external constituents; faithfully fulfills duties in the absence of the Executive Director.
- Effectively supervises and manages areas of responsibility.
- As a member of office compliance team, reviews outcomes of internal and external audits (including intra-office random sample audits), on at least an annual basis, to assess efficiency, effectiveness, and compliance of manual processing, automated systems programming, data and information reliance/assumptions, and service/communications; determines necessary actions and resolutions.
- Maintains effective working relationships with university departments and serves as a resource regarding scholarship and financial aid issues, policies, and procedures.
- Advocates for federal, state, and institutional funding for students and assesses the impact of policies, proposals, and/or legislation on the University's students.
- Performs other duties as assigned by the Executive Director.



Qualifications

Required:

- Bachelor's degree in Business Administration, or related area, or equivalency.
- At least eight years of progressively responsible experience in higher education, five of which should be in financial aid.
- Demonstrated record of leadership and effective collaboration.
- Strong written and oral communication skills.

Preferred:

- Master's degree in Higher Education or Business Administration, or related area, preferred.
- Demonstrated experience and judgment to plan and accomplish goals while successfully performing a variety of complicated tasks.
- Experience leading and directing the work of others, as well as substantial experience managing and administering scholarship and financial aid programs and related regulations.
- Familiarity with PeopleSoft or deep knowledge of relational student information system.

PROCEDURE FOR CANDIDACY

Confidential review of applications will begin immediately and continue until the position is filled; **parties who apply by December 19, 2022 will be given first consideration.** Upon application, please submit a PDF version of your CV/resume and a cover letter that describes both your motivation for application and how your leadership experience aligns with the key qualifications of the role.

All applications and nominations will be held in confidence. To apply online, go to:

<https://theapplicantmanager.com/jobs?pos=su334>

For more information or to offer recommendations or nominations:

Caitlin Hummel

Senior Consultant

Summit Search Solutions, Inc.

Direct: 585-880-7550

chummel@summitsearchsolutions.com

Lyndi Hewitt, PhD

Senior Consultant

Summit Search Solutions, Inc.

Direct: 615-423-0525

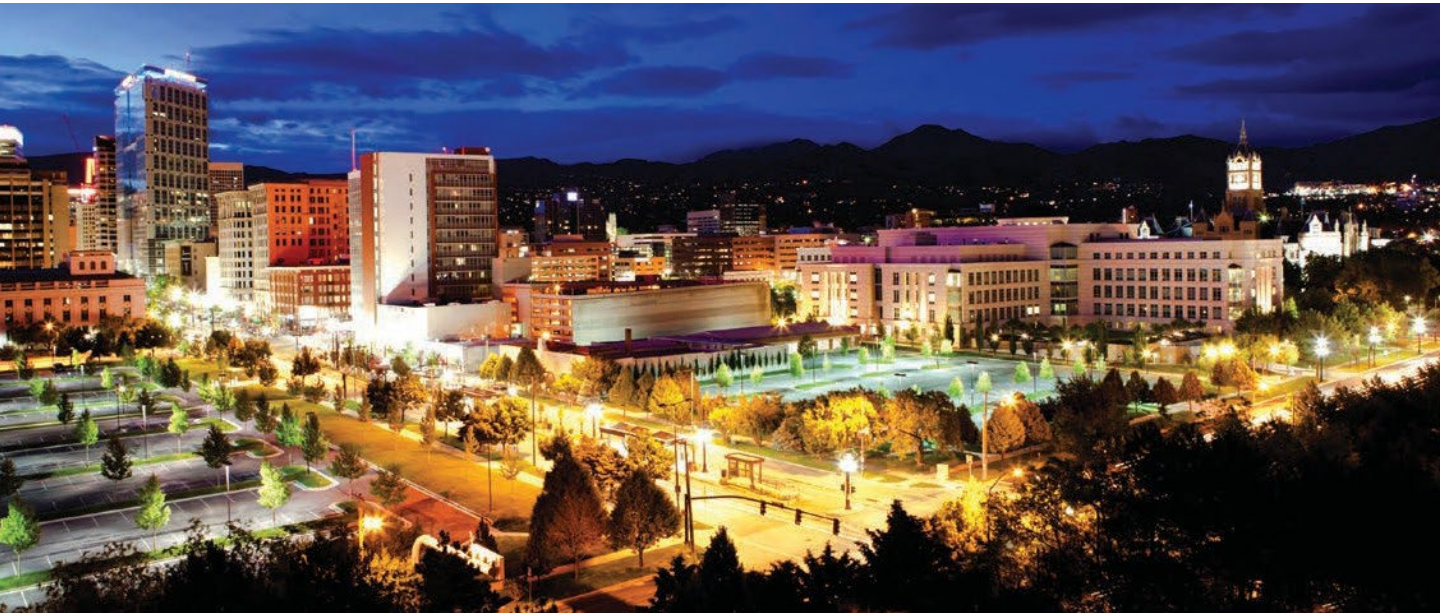
lhewitt@summitsearchsolutions.com

The University of Utah is an Affirmative Action/Equal Opportunity employer. Upon request, reasonable accommodations in the application process will be provided to individuals with disabilities. Please contact the Office of Equal Opportunity and Affirmative Action, 201 S. Presidents Circle, Room 135, (801) 581-8365 (V/TDD), for further information or to request an accommodation. The University of Utah is committed to diversity in its workforce. Women and minorities are encouraged to apply.



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SALT LAKE CITY, UTAH



Along the east bench of Salt Lake City, the University of Utah is nestled into the foothills of the beautiful Wasatch Mountains. At the edge of campus – which encompasses the state arboretum – a natural stream winds its way through Red Butte Garden and a well-maintained hiking and biking trail crosses paths with the Natural History Museum of Utah.

Salt Lake City offers a spectacular mix of city life and nearby natural solitude, with plenty of family-friendly activities throughout Utah’s four lovely seasons. Utah’s capital city has an increasingly diverse population of approximately 199,700 (over 1M in the greater metropolitan area) and has become a welcoming destination city for refugees, fostering an exceptional variety of diverse community cultural events.

Visitors are greeted by warm, friendly people, clean streets, and a relaxed but active atmosphere. Walkable and bike-friendly neighborhoods lend to the safe, small-town feel of one of the 50 largest metropolitan markets in the U.S.

“Salt Lake City has the feel of both a larger city and a smaller community” –DR. JASON CASTILLO

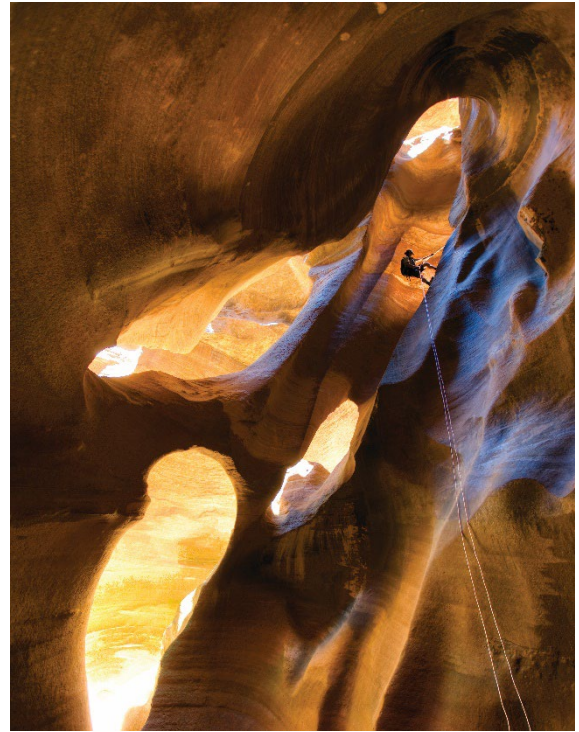
University of Utah Faculty Member



EXPLORE THE GREAT OUTDOORS

Utah is home to five stunning national parks and five national monuments, with six more national parks within a day's drive of Salt Lake City. There are also seven world-class ski resorts within 30 minutes of the U campus. While Utah's ski resorts boast the "greatest snow on earth" in the winter, many also offer a range of fun summer activities, including family movie nights, thrilling zip lines, decadent spa services, scenic tram rides, hikes through fields of wildflowers, and brunch with breathtaking views.

Hundreds of miles of hiking and biking trails are easily accessible from the U campus, but a short drive (or a ride on public transit) opens up countless options. Quiet alpine lakes, beautiful aspen forests, and unbeatable views from mountain peaks reward hikers of all skill levels.



"Salt Lake City is amazing, offering such a rich diversity of activities. From the arts to the outdoors, the adventures seem endless and I am excited to continue exploring all the city and surrounding area have to offer." –DR. ADAM HANLEY

University of Utah Faculty Member





SAVOR ART, MUSIC AND MORE

Utah has a rich tradition of film, music, and art that draws in and inspires people from around the world. While the internationally-acclaimed Sundance Film Festival is based in Park City – a short and scenic 30-minute drive from the U campus – many Sundance films are also screened in downtown Salt Lake City during the annual event. Two independent Salt Lake City theaters bring back many Sundance films throughout the year, along with many other documentaries and international films.

Ballet West, the Utah Symphony, Utah Opera, and the Utah Shakespeare Festival are just a few of the performing arts treasures of the state. Salt Lake City hosts multiple outdoor concert series every summer, as well as a multi-day arts festival and monthly gallery strolls. Professional, Broadway-caliber live theater is readily available at the Eccles Theater – an exciting new performing arts center in downtown Salt Lake – and at a number of the city’s playhouses, including the University of Utah’s own Pioneer Theater Company.

Salt Lake City’s many concert venues host some of today’s hottest names in music, as well as local talent bound to go big. Affordable performances by musicians in all genres guarantee something for everyone.

INDULGE YOUR “FOODIE” SIDE

Utah is consistently praised for its remarkable local food scene, as well as its award-winning craft breweries and distilleries. Inventive and locally sourced cuisine, impressive beer bars, creative restaurateurs, and thoughtful sommeliers have earned Salt Lake City a place in the hearts of foodies around the country.

Salt Lake City hosts bustling farmers markets in the summer and winter, featuring a variety of local produce, grains, protein, and crafts. The U also enjoys a smaller farmers market in the fall, with fresh produce grown in the campus’ two edible gardens.



“The increasing diversity at the U and its surrounding community means you can find incredible Latino food in the West Salt Lake City and Asian markets

dotted throughout Utah.” – DR. ANNIE FUKUSHIMA

University of Utah Faculty Member



SPEAK UP AND GET INVOLVED

Visitors are often surprised by Salt Lake City's progressive, civically engaged social justice advocates. Free events throughout the city – planned by a wide range of organizations – foster ongoing discussions about some of the state's and country's most pressing issues. The state capitol and legislators are easily accessible, enabling voters to engage lawmakers in these discussions.

In 2015, the state passed a landmark anti-discrimination bill, protecting LGBT people from employment and housing discrimination. Salt Lake City's annual Pride Festival is one of the largest in the nation and often includes Utah's openly LGBTQ elected officials. In 2016, Utah voters elected the first transgender U.S. Senate nominee from a major political party.

Active cooperation and coordination between lawmakers, scholars, and residents have led to innovative approaches such as the Housing First initiative. Housing First's success in moving people who experience chronic homelessness off the streets has been lauded across the country and is serving as a model for other states.

SCORE GREAT SEATS

Utah has fans! The University of Utah's football, gymnastics, basketball, swimming, and baseball teams have plenty of loyal fans. Utahns also enjoy cheering for the state's NBA team, the Utah Jazz; the Triple-A baseball team, the Salt Lake Bees; and the Major League Soccer team, Real Salt Lake.

With the Salt Lake International Airport just minutes from downtown, and Las Vegas, Los Angeles, and Denver within a day's drive, it's easy for fans to cheer on their favorite teams at away games.

