



Job Description

Job Title:	Director, Financial Aid	Salary Range:	25
Date Revised:	4/2/2026	Date Approved:	6/23/2026
THIS IS A DESIGNATED CLASSIFIED MANAGEMENT POSITION SUBJECT TO A SIX-MONTH PROBATIONARY PERIOD			

PRIMARY PURPOSE

Under the general direction of an administrator, the Director, Financial Aid performs a wide array of supervisory and complex administrative responsibilities related to the management of the day-to-day operations of a campus Financial Aid office and related programs. The Director, Financial Aid, ensures compliance with applicable federal, state, local laws, rules, regulations, and policies.

The Director oversees financial aid services and supports students' financial needs to promote educational access and success.

DISTINGUISHING CHARACTERISTICS

The Director, Financial Aid is distinguished by its role in providing a comprehensive management of financial aid programs, ensuring compliance, and supporting students in accessing educational resources.

The Director, Financial Aid oversees the integration and utilization of technology to streamline financial aid processes and ensure accurate data management. The Director ensures compliance with complex financial aid regulations and leads financial aid fraud prevention efforts.

The Director, Financial Aid promotes a commitment to diversity, equity, and inclusion, ensuring financial aid services meet the needs of underrepresented student populations.

ESSENTIAL FUNCTIONS

Examples of essential functions are descriptive and not restrictive in nature.

Leadership and Program Administration

1. Provides leadership in the administration, organization, implementation and operation of financial aid programs, ensuring compliance with applicable regulations, including federal, state, and institutional requirements.
2. Develops and implements program objectives, policies, and procedures to improve service delivery and support financial aid program consistency.

Financial Aid Services and Student Support

3. Provides leadership in processing financial aid applications and verifying student eligibility for financial aid awards.
4. Counsels students, families, and other stakeholders on all aspects of financial aid opportunities and procedural requirements, including eligibility, application process, and financial literacy.
5. Ensures timely dissemination of information regarding financial aid options, including grants, scholarships, and loans.



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Fraud Prevention and Management

5. Develops and manages financial aid fraud prevention and detection programs, collaborating with the U.S. Department of Education's Office of Inspector General and the California Community Colleges Chancellor's Office.
6. Investigates and reports suspected fraudulent activities in collaboration with Admissions and Records and other relevant departments, ensuring compliance with all legal requirements.

Compliance and Reporting

7. Ensures the accurate and timely preparation and submission of all mandated reports, including those required by federal and state agencies, internal audits, program reviews, and external regulatory bodies like FISAP, NSLDS, and IPEDS
8. Preparing or supervising the preparation of all required and ad hoc reports, including those related to the use of funds and, importantly, reports associated with Gainful Employment (GE) programs.
9. Oversees Management Information Systems (MIS) reporting and maintains communication with District and state officials regarding federal and state grants and financial aid programs.
10. Manages and oversees the institution's Title IV Program Participation Agreement (PPA) and Eligibility and Certification Approval Report (ECAR) with the U.S. Department of Education, ensuring timely updates to curriculum program changes, organizational changes, and all other relevant institutional information.
11. Develop and maintain a Financial Aid Policies and Procedures Manual in compliance with federal and state policies, procedures and regulations.

Technology and System Integration

9. Collaborates with Information Technology (IT) to maintain and enhance financial aid processing systems (e.g., Banner, Campus Logic), ensuring system updates are thoroughly tested and implemented.
10. Oversees integration of new financial aid technologies and provides training to staff on system usage and best practices.

Budget and Financial Management

11. Develops and manages the annual budgets for federal, state, and institutional grants and loans as well as the Financial Aid Office budget, while monitoring expenditures and ensuring proper reconciliation of federal, state, and institutional funds.
12. Provides leadership in the creation, allocation, and reconciliation of financial aid funds, including federal and state grants, loans, and work-study programs.
13. Utilizes electronic systems such as the Student Services Automated Reporting for Community Colleges (SSARCC) and Fiscal Operations Report and Application to Participate (FISAP) for budget tracking, audits, and expenditure reporting.



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Staff Supervision and Professional Development

14. Trains, supervises, and evaluates Financial Aid staff including counselors, classified employees, short-term hourly, special projects coordinators, and student workers, ensuring effective performance and adherence to district policies
15. Provides opportunities for professional growth and training, fostering a collaborative and supportive work environment.

Outreach and Community Engagement

16. Coordinates financial aid outreach activities in collaboration with local high schools, community agencies, and campus departments to build partnerships, promote dual enrollment, the Promise program, and effective student recruitment, enrollment, retention and completion.
17. Serves as a liaison between the Financial Aid Office and external partners, including community organizations and state agencies.
18. Collaborates with internal departments such as DSS, Counseling, EOPS+, Career Center, Charger Experience, affinity groups, Veterans Resource Center, Basic Needs, and foundation to support student success.

Diversity, Equity, and Inclusion

17. Provides leadership in District-wide efforts to promote DEI initiatives, focusing on closing achievement gaps for disproportionately impacted students, including undocumented, low-income, justice impacted, and foster youth.
18. Develops and implements initiatives to address opportunity gaps and creates a welcoming environment for all students and employees.
19. Participates in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; actively assists in the creation of a welcoming and inclusive work and educational environment; attends and participates in diversity, equity, and inclusion trainings and events.

General Support

20. Performs other duties that support the overall objective of the position.

WORKING RELATIONSHIPS

The incumbent engages and maintains contact with various District administrators, management, faculty, staff, students, vendors, government agencies and organizations, higher education institutions, the California State Chancellor's Office, and the public.

MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor's Degree in Business Administration, Public Administration, or related discipline; **AND**
- Five (5) years of supervisory experience in the area of student financial aid, programs, and services;



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- **Or**, any combination of education and experience which would provide the required equivalent qualifications for the position. **AND**
- Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

DESIRABLE QUALIFICATIONS

- Master's Degree in a related discipline.
- Administrative or supervisory experience in a community college or higher education environment.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge:

- Knowledge of District and college organizations, operations, policies, procedures, rules, laws, regulations, goals, and objectives related to the area of assignment.
- Knowledge of California Education Code, Title IV, and other applicable laws and regulations related to the area of assignment.
- Knowledge of federal and state regulations related to student services, such as Federal Educational Rights and Privacy Act (FERPA).
- Knowledge and understanding of student services operations, including student advising, retention strategies, and support services.
- Knowledge of division, department, and/or program organization, policies, procedures, rules, and regulations related to the area of assignment.
- Knowledge of policies, procedures, rules, and regulations related to accessing and processing confidential information and materials.
- Knowledge of educational pedagogy and student success strategies applicable for the diverse community college student body.
- Knowledge of budget preparation and maintenance.
- Knowledge of office administration and management practices and procedures.
- Knowledge of emerging technologies and advances related to the area of assignment.
- Knowledge of terminology, work processes, and local, state, and federal requirements applicable to the area of assignment.
- Knowledge of public agencies, organizations, and elected Board and appointed committees.
- Knowledge of principles and practices of public administration procedures.
- Knowledge of accounting principles and practices related to budgeting, purchasing, and maintenance of assigned accounts.
- Knowledge of confidential record keeping, filing, file sharing, and filing systems methods, techniques, and procedures.
- Knowledge and awareness of equity and inclusion principles, particularly in the context



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of student support services.

- General knowledge of community college structures, processes, and student demographics.

Skills:

- Student services, programs, and resources specifically related to the area of assignment.
- Project management.
- Strong organizational skills with the ability to prioritize and manage multiple tasks efficiently.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other relevant software applications.
- Excellent written and verbal communication skills, with the ability to draft clear and concise reports, correspondence, and presentations.
- Data collection, analysis, and reporting, particularly in relation to program outcomes and student participation.
- Computer software programs, applications, databases, and Enterprise Resource Planning Systems (ERP) systems; student information systems (SIS), computer hardware and peripheral equipment related to the area of assignment.

Abilities:

- Ability to independently perform the essential responsibilities of the position.
- Ability to work independently and collaboratively within a team environment.
- Ability to interact positively and professionally with a diverse student population, faculty, and staff.
- Ability to interpret, apply, and explain rules, regulations, policies, and procedures.
- Ability to oversee multiple and changing priorities related to the area of assignment.
- Ability to administer complex budgets in a cost-effective manner.
- Ability to learn and apply emerging technologies and advances related to the area of assignment.
- Ability to compose correspondence and other written materials.
- Ability to edit, update, and maintain written materials to ensure accuracy, completeness, and compliance with District and/or college policies and procedures.
- Ability to make mathematical calculations quickly and accurately.
- Ability to operate a variety of computer software programs and applications, databases, computer hardware, and peripheral equipment.
- Ability to analyze situations accurately and adopt an effective course of action.
- Ability to plan, organize, and prioritize workload to meet schedules and timelines.
- Ability to complete work efficiently with a variety of interruptions from administrators, management, faculty, staff, students, and the public.
- Ability to understand and follow verbal and written directions.
- Ability to communicate effectively both verbally and in writing.
- Ability to understand the scope of authority in making independent decisions related to the area of assignment.



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- Ability to review situations accurately to determine the appropriate course of action according to established guidelines.
- Ability to provide empathetic and effective support to students, addressing their needs and concerns with professionalism.
- Ability to provide active assistance in creating a welcoming and inclusive work and educational environment.
- Ability to attend and participate in diversity, equity, and inclusion trainings and events.
- Ability to provide an inclusive and welcoming work/educational environment.
- Ability to demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.
- Ability to establish and maintain effective and cooperative working relationships with those encountered in the course of work.

SPECIAL REQUIREMENTS, LICENSES, and/or CERTIFICATIONS

- Travel may be required for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak, or hear, both in person and by telephone. Use hands repetitively to perform fine/gross finger manipulation, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds unassisted. Must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment. The incumbent may be required to bend at the waist, kneel, and/or crouch; move about the college or District site(s).

Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

The incumbent may be required to work a flexible and varying work schedule based on the needs of the department, including evenings and weekends, as needed.

Mental Demands:



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While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The incumbent works under typical office conditions, and the noise level is usually quiet.

Working Conditions:

Work is performed primarily indoors where minimal safety considerations exist. The incumbent may be subject to constant interruptions and frequent interaction with District and college personnel and the public. Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions of the position.

North Orange County Community College District (NOCCCD) is committed to creating a diverse academic and workforce environment that encourages and fosters diversity, equity, inclusion, and equal opportunities for everyone. NOCCCD is focused on creating a welcoming culture to ensure students, faculty, management, and staff feel included, supported, and safe.

NOCCCD looks for like-minded and inclusive individuals who represent the community's diversity and demonstrate a sensitivity to the understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of those we represent. Our District community of professionals is devoted to enriching our students' lives by bringing a variety of ways to engage and discover their individual and collective paths through education.