

BELHAVEN UNIVERSITY

Director of Financial Aid

Belhaven University is an innovative and academically progressive institution built on the timeless principles of scholarship, service, and biblical truth. Since its founding, Belhaven University has sought to fulfill the mission expressed in its motto: "to serve, not to be served."

"Our Standard is Christ" is the identifier of Belhaven University because as an institution we are committed to honoring the Lord in all we do. Located in Jackson, Mississippi, we are one of America's most innovative and fastest growing private schools, serving nearly 3,500 undergraduate and graduate students. This includes the 940 traditional students in Jackson. Belhaven University was an early innovator in accelerated adult education, and have equally led the way among Christian schools in establishing robust online degree programs.

Description of Position

The Director of Financial Aid is a critical position within the Belhaven University community, serving as a strategic partner with Belhaven's financial leadership. The successful candidate will oversee and administer a robust financial aid program that consists of federal, state, and endowed funds. As the chief financial aid administrator, this position provides direction and supervision of all financial aid operations while being mindful of maintaining a service-oriented Financial Aid office.

The successful candidate will have a passion for serving students striving to achieve their higher education goals with a Biblical worldview. At Belhaven University, we believe that our student finance personnel are partners with our students and their families in providing critical financial information. The chosen candidate will have a keen eye for detail and be proficient in executing key financial aid initiatives related to the office to ensure the University's use of funds complies with all federal and state regulations.

Responsibilities

- Demonstrate the knowledge, skill, and experience to excel in the essential responsibilities (listed below) and also demonstrate the ability to improve financial aid processes, operations, and strategies to support enrollment growth, student retention, and other institutional goals.
- Oversee the comprehensive student financial aid program.
- Responsible for maintaining compliance with regulations, developing financial aid policies and procedures, as well as gathering, maintaining, and distributing financial aid data and staff training.
- Direct administration of grants, loans, scholarships, veterans' benefits, the federal work-study program, and oversight of the Financial Aid staff.
- Develop initiatives to improve student retention through effective financial aid opportunities.
- Coordinate department communication, scheduling, and coverage for Financial Aid staff.
- Communicate with students and parents regarding financial aid programs. Make introductions to other school personnel (such as Admissions, Registrar, and Student Records) when necessary.
- Ensure compliance with all applicable federal, state, and institutional rules and regulations pertaining to Financial Aid, including but not limited to Title IV, etc.
- Implement, review, and evaluate policies procedures, and standards to ensure departmental compliance with Financial Aid guidelines and objectives.
- Prepare information for publications and maintain current information on the PIA website via ongoing communication with the Admission department.
- Maintain oversight and accountability for the Financial Aid Office, including business operations, staff supervision, and a budget which exceeds \$40 million.
- Appropriately document and update policies, protocols, and practices.
- Monitor and ensure compliance with federal, state, local regulations, and annual audits are met and properly executed.

- Develop a complementary operational calendar to support compliance processes, and adjust as needed.
- Oversee student accounts processes such as, billing, payments, refunds and collections.
- Develop and execute strategic communications with short response times and nuanced sensitivity to the needs of parents, students, staff and other constituents. Resolve complex and escalated cases where a supervisor is needed.
- Collaborate with other departments to develop coordinated processes and reports that support the consistency and efficiency needed for business operations, and that deliver positive experiences and interactions with students.
- Perform needs-analysis on student files, and oversee the financial aid appeals process.
- Process federal and state reports (monthly, quarterly and annual).
- Obtain and convert real-time knowledge of policy changes and related industry insights to strategic actions, policy updates, and other appropriate applications.
- Perform other duties as assigned by the AVP for Finance and Operations Administration.

This announcement covers most of the significant duties performed by the position, but does not include other work, which may be similar, related to, or a logical assignment for the position.

Qualifications

- The successful candidate must articulate a Christian worldview in one's area of service and must fully support the University Vision, Mission and Statement of Faith.
<https://www.belhaven.edu/about/mission/>
- Bachelor's degree required.
- Certified or certification eligible from the National Association Student Financial Aid Administrators (NASFAA) preferred.
- At least seven years of experience working directly in a financial aid department at a US college or university.
- Demonstrated pattern of increased responsibility, leadership and supervisory experience is preferred.
- Customer service oriented: passionate about serving individuals to achieve their post-secondary education goals.
- Expertise in federal, including Title IV, state and institutional financial aid programs, requirements and regulations.
- Report preparation methods and requirements.
- Veterans education benefits rules and regulations.
- Familiarity with higher education registration, admission and financial aid principles, practices and processes: including opportunities for how they support and complement one another.
- Accurate record-keeping and documentation practices,
- Staff leadership, coaching, and individualized professional development.
- Knowledge of a student information systems and financial systems (Ellucian-Colleague preferred).
- Strong math and computational skills.
- Strong attention to detail and high degree of accuracy.
- Ability to meet deadlines, audit and track processes
- Good writing, interpersonal, presentation and public speaking skills.

Application Process

To be considered for this position, a complete application packet must be received. Complete application packet will include the following:

- Letter of Intent; including explanation of how your prior experience fulfills above responsibilities and qualifications
- Resume

- Please prepare a brief account (no more than 750 words) of your spiritual pilgrimage including the time and circumstances surrounding your becoming a believer in Christ and your current relationship with Christ. Please click on this link <https://www.belhaven.edu/pdfs/employment/letter-of-employment-commitment.pdf> to review Belhaven University's Commitment Statement including our employee expectations. Should you receive a job offer you will be asked to sign accepting this commitment.

Send, or email complete application packet to:

Dr. Stacey L. Duke
AVP for Finance & Operations Administration
Belhaven University
1500 Peachtree Street
Jackson, MS 39202
Email: sduke@belhaven.edu

Employment at Belhaven University is contingent upon the results of an independent background check.