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|--------------------------------|--------------------------------------------------------|-----------------------|-------------|
| <b>JOB DESCRIPTION:</b>        | Associate Director – Financial Aid & Veteran Services  |                       |             |
| <b>DEPARTMENT:</b>             | Financial Aid                                          |                       |             |
| <b>REPORT TO:</b>              | Executive Director of Financial Aid & Veteran Services |                       |             |
| <b>EEO CLASSIFICATION:</b>     | Professional                                           | <b>FLSA STATUS:</b>   | Exempt      |
| <b>CUPA HR CLASSIFICATION:</b> | #413100                                                | <b>DATE APPROVED:</b> | 07-MAY-2026 |
|                                |                                                        | <b>DATE MODIFIED:</b> | NEW         |

**SUMMARY:** The Associate Director Financial Aid & Veteran Services is responsible for supporting the administration of financial aid programs with a strong focus on business analysis and compliance. This role involves analyzing financial aid processes, ensuring adherence to regulations, and implementing improvements to enhance efficiency and effectiveness. The Associate Director will work closely with the Executive Director of Financial Aid and Veteran Services to provide exceptional support to students and maintain compliance with federal, state, and institutional policies.

**DUTIES:**

1. Administers, monitors and coordinates all federal, state, and institutional financial aid grants; receives and verifies grant awards to include Veteran Benefits. Disburses and accounts for funds from all financial aid sources, including grants, scholarships, and loans.
2. Provides financial aid information and assistance to students, i.e. describes available programs, program eligibility/repayment requirements, and assists students in completing financial aid applications to ensure completeness and accuracy to include Veteran Benefits.
3. Provides student status confirmation, fund reconciliations, NSLDS transfer monitoring, and student academic progress process. Updates student records to reflect award funding; monitors grant dispositions to ensure adherence to all guidelines, regulations and eligibility criteria. Initiates COD payment requests. Reviews processed applications for special circumstance or dependency override determinations.
4. Installs, upgrades, and maintains EDCONNECT and EDEXPRESS U.S. Department of Education software. Electronically data loads records and reports received from the U.S. Department of Education onto BANNER.
5. Assists in the implementation and maintenance of SCT Banner. Sets up requirements for tracking of student documentation. Assists in the development of standard operating procedures related to the use of the BANNER system in the financial process. Provides interpretation of department policies and procedures.
6. Prepares and submits COD reports to the U.S. Department of Education. Prepares a variety of reports to federal, state, and institutional grant agencies on expenditures and participants. Requests official documentation and performs verification on ISIR records selected by the Department of Education and/or our department, in order to accurately reflect the eligibility of each student.
7. Performs extensive research of university information to complete the IPEDS, NPSAS (National Post-Secondary Aid Study), the Peterson's Guide, and the College Board Survey.
8. Acts as the direct contact for ProEducation Solutions. Once total verification is completed, determines and submits necessary corrections to an ISIR.
9. Works closely with and responds to all internal and external auditor inquiries regarding compliance with regulations. Works cooperatively and collaboratively with Information Systems department to monitor and ensure financial aid program operations are accurate.
10. Produces and reviews computerized reports of grades, rosters, and year-end summaries.
11. Provides a broad range of administrative and supervisory functions. Supervises assigned staff to include the Veterans Manager in accordance with WNMU personnel practices including recruitment, training,

performance evaluation, guidance, etc. Participates in the process of ongoing personal and professional development. Maintains comprehensive communication among all contacts (internal and external). Model professional standards and ethics in accordance with WNMU philosophy.

12. Performs other duties as assigned.

**REQUIREMENTS:**

1. **Education /Background:** Master degree in related field preferred. Bachelor's degree in related field with 5 years' experience required in administrative position with responsibility for financial aid counseling and supervision. Knowledge of Banner systems required. Bilingual (Spanish) preferred.
2. **Job Knowledge:** Knowledge of all federal, state, and institutional guidelines, statutes, regulations, and requirements governing work-study programs. Knowledge of available financial aid programs and their individual requirements. Knowledge of the policies, procedures, statutes, and requirements of JTPA/WIA. Knowledge of the principles and practices of budgeting and knowledge of the regulations governing confidentiality and privacy of student records. Knowledge of the principles and methods of customer relations, skill in reviewing/analyzing financial records/reports necessary to document the receipts, allocation and distribution of funds in accordance with funding specifications. Skill in establishing and maintaining effective working relationships. Must be knowledgeable of university policies, procedures and regulations regarding accounting functions. Must be able to handle multiple deadlines and maintain accuracy. Must be sensitive to cultural differences within the University and community. Fluent in Microsoft Office Applications, accounting and banking techniques and systems. Knowledge in Banner systems preferred.
3. **Working Conditions/Physical Demands** (With or Without Accommodations): Normal office environment, may travel some within the community when needed. May be required to transport normal office equipment and materials. Ability to comprehend and work with a variety of information from various sources. Able to clearly communicate with a diverse population of individuals. Ability to compose correspondence and reports and remain in a sedentary position for prolonged periods of time. May be required to work additional hours or days depending on circumstances.
4. **Other requirements:**
  - a. Requires a valid driver's license.
  - b. Required to complete Defensive Driving Course within 6 months. (If applicable to the role)

This job description is not an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. In addition, this job description is not intended to create a contract of employment between the employee and Western New Mexico University, nor shall it be regarded as a promise to provide specific terms or conditions of employment.

I have read, understand and accept a copy of this job description.

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Employee Signature

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Date

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Employee Name (Printed)