

JOB DESCRIPTION:	Executive Director of Financial Aid & Veteran Services		
DEPARTMENT:	Financial Aid		
REPORT TO:	Vice President of Student Affairs & Enrollment Management		
EEO CLASSIFICATION:	First/Mid Managers & Officers	FLSA STATUS:	Exempt
CUPA HR CLASSIFICATION:	#172000	DATE APPROVED:	25-FEB-2022
		DATE MODIFIED:	07-MAY-2026

SUMMARY: The Executive Director of Financial Aid & Veteran Services is responsible for overseeing the administration of financial aid programs and veteran services at the institution. This role involves strategic planning, policy development, and ensuring compliance with federal, state, and institutional regulations. The Executive Director will lead a team to provide exceptional support to students, including veterans, ensuring they receive the financial resources necessary to achieve their educational goals.

DUTIES:

1. Manages, supervises, and reviews the administrative activities of all federal, state, institutional, and private student aid programs to ensure compliance with each program's unique qualifications, requirements, regulations, and standards to include the Veteran's Benefits Prepares annual application for funding from federal aid state agencies.
2. Oversees the reviews of financial aid applications to determine eligibility, awards funds to students in accordance with program criteria. Manages and directs disbursement of funds from various financial aid programs, scholarships, grants, student workers, job training, and waivers to include Veteran's Benefits. Reviews a variety of available loan packages to select most appropriate.
3. Promote coordination between financial aid and veterans benefits to optimize student funding.
4. Oversees the financial advice to students regarding available funding sources, alternative sources, and program requirements. Oversees the advising of students and parents regarding financial plan eligibility and ensures that all students are aware of their financial obligations.
5. Reviews students' requests for deferments and waivers.
6. Certificates Loan Applications, Award/Disbursement of Stafford Loan, grant and student worker programs.
7. Works closely with institutional advisors to plan, develop, and implement informational workshops to a variety of audiences to increase understanding and awareness of financial benefits to developing private scholarships, and donations designed to provide financial support to qualified candidates to include Veteran Benefits. Meets with prospective students, current students, and families, providing guidance and support to navigate financial aid and veteran benefits processes requirements.
8. Oversees the VA Manager in managing recruitment, program enrollment, and support for eligible veterans and their dependents. Manages contracts with collection and loan servicing groups to ensure adherence to contractual agreements. Directs, manages, and supervises reconciliation of fund accounting in conjunction with Business Office. Participates in regular audits to ensure proper administration of all programs. Directs and supervises the preparation of all required reports.
9. Develops objectives to achieve long range goals within the WNMU budget, preparing reports as necessary. Plans and submits annual budget for review to VP of Student Affairs and Enrollment Management.
10. Develops and implements department operating policies and procedures. Develops and implements departmental goals and objectives in support of overall mission of the University.
11. Works closely and collaboratively with the Director of Admissions and the University Registrar towards achieving targeted enrollment goals in a manner that augments the academic and service missions of the University.

12. Contributes to the University's strategic planning and provide leadership on the effective application of student financial aid programs and their integration into the University's enrollment-management model.
13. Provides a broad range of administrative and supervisory functions. Supervises assigned staff 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). Models professional standards and ethics in accordance with WNMU philosophy.
14. Performs other duties as assigned.

REQUIREMENTS:

1. **Education /Background:** Master's degree preferred, or a Bachelor's degree with extensive relevant experience. Degree in Finance, Business Administration, Banking, Education Administration, or closely related field required. Seven years of progressive experience in a post-secondary financial aid office, with at least 3-5 years in a supervisory or leadership role. Bilingual (Spanish) preferred.
1. **Job Knowledge:** Extensive knowledge of federal, state, and institutional regulations governing financial aid programs, including Title IV compliance, reporting requirements, auditing standards, budgeting, and student record confidentiality requirements. Demonstrated ability to interpret and implement complex laws, regulations, policies, and procedures related to financial aid administration and student eligibility. Knowledge of financial aid counseling practices, fund management, accounting principles, program evaluation, and computerized financial and student information systems. Demonstrated leadership and management skills with the ability to oversee financial aid operations, supervise staff, manage compliance and reporting functions, develop and implement procedures, and coordinate multiple projects and deadlines while maintaining accuracy and accountability. Strong analytical, organizational, interpersonal, and customer service skills, with the ability to communicate complex financial aid regulations and eligibility requirements to diverse audiences. Ability to establish and maintain effective working relationships across the institution and with external agencies. Proficiency in Microsoft Office applications required.
2. **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.
3. **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.

Employee Signature

Date

Employee Name (Printed)