

# Job Description

Position Title: Manager, Title IV Compliance and Systems Analysis

Job Family: Financial Aid and Scholarships

Job Level: Manager

FLSA Status: Exempt

Salary Grade: 06

## Position Summary:

The Title IV Compliance and Systems Analysis Manager is responsible for monitoring and analyzing data pulled from various internal and external reports; managing backend processing, functional technology and performing quality assurance checks on data to ensure compliance standards and procedures are met, creating and updating SQL for automation, importing/exporting data files from external sources and analyzing results for accuracy and reconciliation purposes. The Title IV Compliance and Systems Analysis Manager is a member of the Office of Financial Aid and Scholarships (OFAS) and will work closely with OFAS leadership and staff, information technology/enterprise systems, the Accounts Receivable Services Department, Finance, Federal servicing platforms and other units providing support services to students..

## Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Creates interactive reports to maximize the efficiency and use of data by various College areas. Retrieves data, provides data analysis and completes reconciliation of funding.
2. Analyzes and documents existing processes and systems, completes regular quality assurance on system processes, and makes recommendations for enhancements; provides technical assistance and training, develops user documentation.
3. Researches and resolves difficult and complex student issues.
4. Performs research to resolve technical questions and problems. Contacts software vendors regarding possible defects and resolutions for software upgrades.
5. Works with a variety of departments and vendors to ensure system operability between Ellucian Banner SIS and third-party systems.
6. Facilitates learning and training for OFAS staff to utilize the data in the system to make data-driven decisions.
7. Provides operational and procedural advice to improve the functionality of systems in alignment with policy and business processes.
8. Participates on projects relating to new systems or upgrading of existing systems including system testing and validation for functionality, enhancements and customizations.

9. Coordinates Title IV projects and initiatives by providing technical leadership and expertise during the planning, implementation, and review phases of work.
10. Advises OFAS leadership during the planning process on operational or procedural matters to meet project goals and objectives.
11. Provides technical expertise and oversight of projects relating to the updating and maintenance of systems, with a focus on the advising functions of systems, communication platforms, webpages, student portal, etc.
12. Assists with the maintenance and coordination of student communication and operational calendars throughout the student lifecycle.
13. Leads and participates on projects relating to new systems or upgrading of existing systems including system testing and validation for enhancements and customizations.
14. Collaborates with OFAS leadership to develop procedures, policies, and operations related to high quality student service.
15. Performs all other duties and responsibilities as assigned or directed by the supervisor.

### **Knowledge, Skills, and Abilities:**

1. Knowledge of regulatory compliance principles and practices
2. Knowledge of administrative procedures and practices
3. Knowledge and application of organizational and time management principles
4. Knowledge of project management principles
5. Skill in analyzing data and drawing conclusions
6. Skill in effective communication (both written and oral)
7. Skill in project management principles, processes, and techniques
8. Skill in organization, coordination and management
9. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
10. Ability to apply effective and accurate data entry and typing skills
11. Ability to operate relevant equipment required to complete assigned responsibilities for the position

### **Supervision:**

- Supervises work of others, including planning, assigning, and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

## Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

## Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Organizational Culture:** Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- **Institutional Leadership:** Provides the opportunity to provide leadership across the institution. Leading by example and supporting team building.

## Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in related field of study required.
- Master's degree in related field of study preferred.
- Three (3) to five (5) years of related experience in Title IV, Scholarship, or Grant Administration or related compliance/technology oriented area
- Five plus (5+) years of related experience preferred.
- One (1) to Three (3) years of supervisory experience required.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

## Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations

using various modes of private and commercial transportation; and to effectively communicate to exchange information.

- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

### **Special Conditions of Employment:**

- Some evening or weekend work hours
- Pre-employment Back Check Required
- DMV Check/Current and Valid AZ Driver's License
- Annual conduct and conflict of interest acknowledgment required for Federal Student Aid databases clearance, such as US Citizenship and Immigration Services – SAVE system, Office of Federal Student Aid – FAFSA Processing System (FPS), EdConnect/SAIG/FTI mailbox, National Student Loan Database System (NSLDS) and US Department of Education - Common Origination and Disbursement (COD)
- Must be able to meet federal accessibility standards to access and update federal databases; cannot be in federal student loan default or overpayment