

Job Description

Position Title: Program Specialist, Title IV Compliance

Job Family: Financial Aid and Scholarships

Job Level: Professional - Intermediate

FLSA Status: Exempt

Salary Grade: 05

Position Summary:

The Title IV Compliance Program Specialist manages financial aid programs, compliance protocols, technological initiatives, and process improvement. Responsibilities include: regulatory research, interpretation and implementation, training, data analysis, troubleshooting, reconciliation, the use of independent Professional Judgment as defined by federal regulations, maintaining records in preparation for state and federal audits, and testing SIS processes for efficiency and effectiveness.

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. Evaluates college, state, and federal regulations in areas of Title IV (Federal Student Aid), scholarships, and state grant funding and program requirements, awarding, disbursing, recalculation, and reconciliation of student and program accounts. Exercises decision-making autonomy and conducts independent research of local, state, federal, and college regulations to ensure all programs are administered in compliance.
2. Plans, develops, and executes the planning and implementation of regulatory requirements or College initiatives, and works with the external departments to ensure compliance is maintained and new processes are implemented that comply with the laws and regulations.
3. Ensures processes with financial aid programs, including private educational loans and state government aid, are packaged, distributed, and compliant. Reviews comment codes associated with the ISIR to determine student eligibility.
4. Determines student eligibility by reviewing comment codes associated with the ISIR or other types of issues within the student record within the regulatory guidelines.
5. Implements collaborative initiatives with other entities, such as Accounts Receivable Services (ARS), Finance/Accounting, Academic Advisors, Adult Basic Education, external institutions, and other external agencies to ensure all records are complete and all data is reported accurately to the Department of Education.
6. Directly supervises student employees/part-time employees and coordinates daily duties.
7. Researches best practices, develops, and implements communication strategies and technological solutions to support the financial aid programs that assist with student persistence, retention, and completion.
8. Performs research, compiles, and analyzes data extracted from secure Department of Education databases. Manages complex and detailed reports and correspondence.
9. Uses data and regulatory guidance to properly calculate, disburse, audit, recalculate, and reconcile accounts in accordance with Title IV regulatory timelines and reporting requirements

10. Works with regional, state, and national associations to maintain up-to-date knowledge of regulation changes and updates.
11. Responds to requests for information in an assigned program area from faculty, staff, students, businesses, agencies, local schools, and the community.
12. Develops and implements Title IV policy and procedures for the area of responsibility. Manages program quality reviews and other continuous improvement efforts.
13. Responds to auditors from the Arizona Auditor's General Office and Higher Learning Commission Accreditation Liaison for Federal Compliance filing information.
14. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of related regulatory compliance principles and practices
2. Knowledge and application of interviewing and investigative methods and procedures
3. Knowledge of administrative procedures and practices
4. Knowledge of business management and fiscal practices
5. Knowledge and application of organizational and time management principles.
6. Skill in analyzing data and drawing conclusions
7. Skill in effective communication (both written and oral)
8. Skill in problem solving
9. Skill in positive, productive, and flexible customer service
10. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
11. Ability to apply effective and accurate data entry and typing skills
12. Ability to apply effective written and verbal communication skills

Supervision:

- Provides lead work, advises and/or guides students. May organize, set priorities, schedule and review work, may interview and make recommendations on hiring, and provide input into performance reviews.

Independence of Action:

- Work progress is monitored by supervisor/manager; employee follows precedents and procedures, and may set priorities and organize work within general guidelines established by supervisor/manager.

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.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

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

- Bachelor's degree in related field of study required.
- One (1) to Three (3) years of related experience in Title IV, Scholarship, or Grant Administration or related field required.
- Must be able to meet federal accessibility standards to access and update federal databases; cannot be in loan default or overpayment.
- Three (3) to Five (5) years of related experience in Title IV, Scholarship, or Grant Administration or related field preferred.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.
- Must be able to obtain NASFAA Credential within first year of employment

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, position, and/or transport 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:

- Pre-employment Background Check required.
- DMV Check/Current and Valid AZ Driver's License
- Some evening or weekend work hours
- Must be able to meet federal accessibility standards to access and update federal databases; cannot be in loan default or overpayment.
- Must be able to obtain NASFAA Credential within first year of employment