



**NORTHWEST MISSOURI STATE UNIVERSITY**  
invites applications for the position of:

## **Associate Director, Financial Assistance**

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**SALARY:** Not Displayed

**DEPARTMENT:** Financial Assistance

**OPENING DATE:** 03/27/23

### **THE POSITION:**

**PRIMARY DUTY:** The Associate Director will be responsible for coordinating all customer service and outreach efforts and supervision of counseling staff for the Office of Scholarships and Financial Assistance. This includes oversight for walk in visits, appointments, inbound/outbound phone calls, written communications, department mailings, and internal and external presentations. The position will oversee processes related to special circumstances and dependency overrides, professional judgments, and assist with Satisfactory Academic Progress and Return of Title IV processes. The position will coordinate the ongoing review and updating for the departmental Policy and Procedure Manual. The Associate Director will maintain high levels of customer service as it relates to communications, counseling, and the administration of student financial aid.

The Associate Director is expected to provide proactive leadership as the second in command for the Office of Scholarships and Financial Assistance. This position will assume the Director's responsibilities in the absence of the Director. The Associate Director is expected to develop and maintain a thorough understanding of guidance governing Federal, state, and institutional financial assistance programs. The position requires the Associate Director to work in a team environment to coordinate efforts in administering designated programs and educating/training other staff regarding designated programs.

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### **ESSENTIAL FUNCTIONS:**

1. Responsible for leading the day-to-day counseling and outreach processes within the Office Scholarship and Financial Assistance, including includes walk in visits, appointments, inbound/outbound phone calls, written communications, department mailings, and internal and external presentations.
1. Coordinate efforts in administering aid and educating/training other staff regarding office processes and operations.
2. Responsible for creating, reviewing, and revising departmental Policy and Procedure Manual
1. Collaborate with the Assistant Director, Systems and Operations for day-to-day operations and processes within the office.

2. Maintain a thorough understanding of guidance governing Federal, state, and institutional financial assistance programs.
3. Assist in training and support for counseling, coordinator, and student employment staff.
4. Oversee document intake and assist with front desk services as needed.
5. Serve as lead counseling point of contact and handle escalations of customer service issues.
6. Coordinate and maintain all outgoing communications and student outreach campaigns.
7. Responsible for oversight of departmental presentations and outreach events.
1. Exercise professional judgement when appropriate, if Federal, state, or institutional guidelines do not seem to adequately address a particular situation.
1. Review and process appeals including special circumstances and dependency overrides.
2. Oversee FAFSA verification, ISIR flag, and conflicting information resolution processes.
3. Assist with Satisfactory Academic Progress processes and communications.
4. Assist with Return to Title IV processes and communications.
5. Provide leadership as second in command and assume the Director's responsibilities in the absence of the Director.
6. Perform other duties as assigned and manage other special projects as assigned.

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**REQUIREMENTS:**

Education: Requires bachelor's degree or equivalent

Experience: Two years related experience

Required skills: Excellent interpersonal and group communications skills. Ability to multi-task and work closely with others. Demonstrated working knowledge of financial aid application and database systems. Detail oriented, self-motivated, and able to manage multiple projects simultaneously. Knowledge of Ellucian Banner ERP system or similar ERP system. Experience working with any/all of the following financial aid systems: COD, CPS, SAIG, NSLDS, ELM, EdConnect, AppWorx and TDClient.

**WORKING CONDITIONS:** This position will work in an office environment from the hours of 8:00 a.m. to 5:00 p.m. with a one-hour lunch break. This position will also require occasional evening and weekend hours.

**SUPERVISORY RESPONSIBILITIES:** Supervision of counseling staff responsible for coordinating all customer service and outreach efforts.

EQUIPMENT/MATERIALS USED: Typical office equipment

TYPICAL PHYSICAL DEMANDS: Ability to lift up to 20 pounds

**COMMUNITY:** Northwest Missouri State University is located in Maryville, Missouri, a community of 12,000 with a diverse economy and a strong industrial base. Maryville is located 45 miles north of St. Joseph, Missouri, 90 miles north of Kansas City, Missouri, and 110 miles southeast of Omaha, Nebraska. For more information visit the city's website at [www.maryville.org](http://www.maryville.org).

**UNIVERSITY:** With an enrollment of about 8,000 students, Northwest is a coeducational, primarily residential four-year university that offers a broad range of undergraduate and selected graduate programs on its Maryville campus as well as its [Northwest-Kansas City](#) location at the Northland Innovation Center and through [Northwest Online](#).

Founded in 1905, Northwest places a high emphasis on profession-based learning to help graduates get a jumpstart on their careers. Students have opportunities to build their résumés with experiences on campus in nearly every area of study, including the [Horace Mann Laboratory School](#), [National Public Radio affiliate KXCV](#), the R.T. Wright Farm, [Mozingo Outdoor Education Recreation Area](#) or [Knacktive](#), a student-driven integrated digital marketing communications agency.

The University is a national model for student success and career placement. In addition, 98 percent of Northwest bachelor's degree earners and nearly 100 percent of master's degree earners secure employment or continue their education within six months of graduation, according to the most recent data.

Furthermore, its vibrant and diverse learning community offers more than 150 student organizations, and [textbooks and a laptop are included](#) in tuition, which is [among the lowest in the nation](#), saving students an estimated \$6,800 over four years. Northwest also offers 1,200 student employment positions, allowing students to build professional skills through its internationally benchmarked student employment program. Designated the Missouri Arboretum, the Northwest campus was named one of the "[50 Most Amazing University Botanical Gardens and Arboretums in the U.S.](#)"

For more information about Northwest and its performance, visit [www.nwmissouri.edu](http://www.nwmissouri.edu).

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**APPLICATION DEADLINE:** Until filled

**DATE AVAILABLE:** Immediately

**TO APPLY:** Please fill out a Northwest application online by clicking <https://www.schooljobs.com/careers/nwmissouri> to reach our employment opportunities listing. You will also need to submit a cover letter, resume, and the contact information for three references in order for your application materials to be complete. Please contact the Office of Human Resources at 660-562-1127 or email [bbadger@nwmissouri.edu](mailto:bbadger@nwmissouri.edu) for more information.

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APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.nwmissouri.edu>

Position #620110  
ASSOCIATE DIRECTOR, FINANCIAL ASSISTANCE  
HS

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Maryville, MO 64468  
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