



Position Vacancy Notice

Associate Director, Financial Aid – North Hudson Campus (Posting date: 09/10/2020)

College Overview

Hudson County Community College (HCCC) is an award-winning, comprehensive urban college serving one of the most historic and ethnically diverse areas of the United States. HCCC has three campuses located just minutes from Manhattan: the Journal Square campus in Jersey City and North Hudson Campus in Union City are adjacent to vital transportation hubs; the Secaucus campus has abundant parking.

Fully accredited by the Middle States Commission on Higher Education, HCCC serves more than 18,000 credit and non-credit students annually. The College offers more than 60 degree and certificate programs, including award-winning English as a Second Language, STEM (Science, Technology, Engineering and Mathematics), Culinary Arts/Hospitality Management, Nursing and Health Sciences, and Fine and Performing Arts. The HCCC Culinary/Hospitality Management program was ranked number six in the U.S. by Best Choice Schools. Over 94% of HCCC Nursing program graduates passed the NCLEX first time out, placing the program's graduates in the top tier of two- and four-year nursing programs nationwide. In 2017, the Equality of Opportunity Project ranked HCCC in the top 5% of 2,200 U.S. higher education institutions for social mobility. In 2019, the College joined Achieving the Dream as part of its expanding efforts towards continuous improvement in ensuring student success.

HCCC has partnerships with every major four-year college and university in the greater New Jersey-New York area and beyond, accommodating seamless transfer of credits for further undergraduate and graduate education.

The College has been recognized with numerous national and state awards for excellence in student success programming, diversity and equity, educational innovativeness, facilities design, and communications from the Association of Community College Trustees, American Association of Community Colleges, Association of College and Research Libraries, National College Learning Association, National Council of Teachers of English, College Advertising Awards, New Jersey Business & Industry Association, and others.

Hudson County Community College is proud of its culture of care and invites applications from those wishing to join a community dedicated to promoting student success in all its forms.

Department/Division Introduction

Financial Aid; North Hudson Campus

Position Summary/Job Description

Oversee and supervised the daily activities and staff at the North Hudson Campus Financial Aid Office in support of the College's mission statement and to meet the strategic recruitment and enrollment initiatives of the College. Performs various activities of a routine to complex nature regarding determination of financial assistance to eligible students in support of the College's commitment to provide educational opportunities to a diverse and multi-cultural community.

Essential Responsibilities:

- Oversee and supervised the North Hudson Campus Financial Aid operation. In consort with the Associate Dean of Financial Aid, provides direction and supervision to staff: Assist in providing ongoing leadership, advice, training and guidance to staff; Assist in the assessment of staffing needs in order to make recommendations regarding effective hiring decisions; Assists in the distributing work assignments to staff. May conduct staff meetings and attends staff meetings to promote a constant flow of information, open discussions, knowledge sharing, and to keep staff well-informed; Provides input and recommendations regarding the performance and skill base of all staff, oversee staff training; May communicate performance goals, assists in the completion of performance evaluations within established timeframes.
- In consort with the Associate Dean assist in the development of short term and long term strategic planning initiatives that support the College's mission statement and ensure the Development, implementation, and maintenance of efficient student financial aid counseling and assistance processes and procedures.
- Effectively collaborates with all staff members of the Student Affairs Division to work towards the achievement of common goals regarding development, promotion, administration, enhancement, and growth of the complete Division program. Interacts regularly with Admission, Counseling, Advisement, Bursar Office, and various Academic Affairs Department staff to facilitate the student financial assistance and award determination process.
- Determine financial award for a caseload. Reviews student financial aid applications and assesses eligibility for financial assistance. Performs required verification of student information and pertinent financial data as required for selected federal and state audits. Create offers of financial aid based on current regulations;
- Follows and explains Federal and State financial assistance rules and regulations, Family Educational Rights and Privacy Act (FERPA) compliance regulations, Financial Aid Office policies and processes, as well as established College policies and procedures, to students and parents. Provides applications and related forms to students for completion;
- Performs required verification of student information and pertinent financial data as required for selected Federal and State audits. Gathers required documents from students to validate student information provided on financial assistance application. Compares original application with accompanying documents and identifies and processes data corrections for resubmission to and review by Federal and State agencies;
- Provides counseling, assistance and support to students and parents through in-person interviews, written communications, and email, text, and telephone conversations to ensure that students have the information they need to successfully progress through the financial assistance applications process up to the determination and granting of financial awards.
- Properly utilizes the financial aid component of the Ellucian Colleague Student Information System (SIS) to input data regarding student eligibility and financial awards, perform data corrections, etc., to ensure the completeness, accuracy, and currency of financial aid data and related student information. Prepares and generates various system reports. Generates and distributes student notification letters;

- Assists in the implementation of process improvement systems specifically related to student financial aid operations, services, and administrative activities to contribute to the identification and quick resolution of problems, enhancement of existing procedures and equipment, implementation of special policies, etc.
- Assist in the development, design, revision and update of all financial aid publications. Assist in the management, enhancement or editing of the financial aid public website and student portal aid information webpage.
- Maintains a student-friendly environment in addressing student financial assistance issues. Ensures the prompt identification and timely resolution of student problems, provides advice and guidance, and explains successfully progress through the financial aid application process to the determination and granting of financial aid awards.
- Assists in the development and maintenance of various documentation and records. Prepares periodic accreditation reports, documents, etc., as required by relevant federal and state rules and regulations and established College policies and procedures.
- Continues to develop professional skills through independent research, networking, attending seminars and workshops, etc. to maintain awareness of current and changing trends in education and specific to student financial assistance. Remain knowledgeable of regulatory issues specific to financial aid and related administrative activities.
- Represents the College to external constituencies and projects a positive self-image of professionalism, appearance, confidentiality, courtesy, conduct, honesty, fairness, and personal integrity at all times.
- Direct and/or performs other financial aid activities, as required. Actively participates in special projects, as required. Remains flexible and adaptable in work schedules and work assignments as defined by College and Departmental needs.

Required/Minimum Qualifications

- Minimum of a Bachelor degree in Accounting/Finance, Business, Student Personnel Services or a related field with a minimum of five years of financial aid counseling, assistance, and administrative experience.
- Demonstrated ability to interact with a culturally diverse population and to effectively and respectfully function and communicate within the context of varying beliefs, behaviors, orientations, identities, and cultural backgrounds.

Preferred Qualifications

- Progressive and thorough understanding of federal/state regulations governing financial aid programs
- Must provide exceptional customer service
- Excellent quantitative and analytical skills
- Strong organizational skills
- Strong interpersonal, written and public speaking skills
- Experience with student financial aid system: Colleague, Business Objects, NSLDS, COD, CPS, NJFAMS preferred
- Strong computer skills with various applications (Excel, Access, etc)

- Ability to communicate succinctly and demonstrate cultural sensitivity
- Ability to maintain confidentiality
- Ability to take initiative and problem solve
- Ability to multitask
- Attention to detail
- Ability to manage multiple projects with time-sensitive deadlines

Review of applications to begin ASAP

Applications

For full consideration please send resume, cover letter, salary expectations and a list of three professional references to smendoza@hccc.edu.

As a New Jersey First Act Employer, new employees must establish a primary residence in New Jersey within one year unless an exemption applies.

HCCC is an equal opportunity and affirmative action employer. We are committed to ensuring a diverse and inclusive learning and working environment. Decisions on employment are made on the basis of the qualifications of an individual for the particular position being filled. Women, veterans and minorities are encouraged to apply.

Take Survey