ADMINISTRATIVE POSITION ANNOUNCEMENT

TITLE OF POSITION/RANK: Senior Assistant Director

DEPARTMENT: Office of Student Financial Services, Rose Hill

POSITION SUMMARY:
Under the direction of the Assistant Vice President for Student Financial Services, the Senior Assistant Director for Student Financial Services provides management and supervision of the daily Student Financial Services operations, focusing on, but not limited to assuring customer satisfaction with financial services. The Senior Assistant Director assists in the management, administration, and processing of financial aid programs, and provides leadership, administrative effectiveness, and financial aid services through an emphasis on individual attention to students and superior customer service.

RESPONSIBILITIES:
• Manage Customer Service functions, i.e., staff scheduling, follow-up to determine all contacts are recorded, and adequately resolved.
• Collaborate closely with other members of the Student Financial Services management team, as well as the Enrollment Group managers, in support of the University’s mission and enrollment goals.
• Handle escalation of inquiries.
• Analyze, prioritize, and report on effectiveness of customer contacts.
• Develop, implement, and monitor methods of measuring customer satisfaction, i.e., surveys, database analysis, etc.
• Develop communication plans.
• Participate in all aspects of financial aid administration, including but not limited to, counseling of students and parents, needs analysis, processing of applications and packaging.
• Interact with other University offices.
• Provide presentations for high school nights and undergraduate/graduate workshops and orientations.
• Participate in professional development workshops.
• May be required to work at other Fordham campuses. Some evening and weekend work required.
• Assume other tasks as assigned.

QUALIFICATIONS:
• Minimum four years’ diverse experience in financial aid
• Minimum three years’ management experience preferred
• In-depth knowledge of Federal and New York State Financial Aid Programs
• Knowledge of Microsoft Word and Excel
• Knowledge of Powerfaids, BANNER, COD, NSLDS and CPS preferred
• Effective presentation skills; effective verbal and written communication skills.
• Proven administrative skills.
• Must be committed to the development of quality customer service.

SALARY: Commensurate with experience

FLSA CATEGORY: Exempt

START DATE: ASAP

SEND LETTER AND RESUME TO: ffreeman@fordham.edu

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