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**Assistant Director of Financial Aid - Systems Specialist**

**JOB SUMMARY**

The Assistant Director of Financial Aid – Systems Specialist is a member of the University Student Affairs team and serves students enrolled in all Marshall B. Ketchum University(MBKU) programs.

The MBKU Financial Aid Office assists students with informational needs in obtaining and maintaining financing for their education, while fostering a culture that encourages informed and careful loan borrowing.

The Assistant Director of Financial Aid – Systems Specialist performs a wide range of duties to assist the Director of Financial Aid, with specific focus on serving as the department's key functional technology analyst. The position is responsible for the yearly setup, maintenance, support, operations, and data quality control for MBKU’s financial aid system, PowerFAIDS, and its interaction with the University's Student Information System (SIS), Jenzabar EX.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

* Responsible for conducting yearly system setup; maintenance of packaging and communication algorithms; system maintenance/testing/upgrades; weekly packaging operations; and data quality control for PowerFAIDS and its interaction with Jenzabar EX
* Assist and provide backup to the Director of Financial Aid in conducting electronic data exchange (EDE) with the US Dept. of Education; loan origination; financial aid package acceptance/adjustment; disbursement; and Return to Title IV (R2T4) transactions
* Ensuring accuracy of student eligibility and awarding for automated and manual Financial Aid Packaging through the development and maintenance of regular quality control reports / queries
* Maintain current, detailed knowledge of financial aid software/systems including: PowerFAIDS, EdConnect, Common Origination Disbursement (COD), Financial Aid Administrator (FAA) access to Central Processing System (CPS) online, National Student Loan Data System (NSLDS), FSA Partner Connect, and Jenzabar EX
* Responsible for maintaining current Financial Aid field knowledge by actively participating in NASFAA and FSA trainings and reading regular communications
* Assisting the Director of Financial Aid on creating ad hoc and standardized reports and data extracts
* Continually assessing system functionality and processes to improve the student user experience, including proposing updates to online forms, communications, and the Financial Aid tab of the Student Portal
* Serving as the School Certifying Official for Veteran Benefits; conducting quarterly reporting of benefit student enrollment; and ensuring MBKU is meeting all requirements of the U.S. Department of Veterans Affairs and the California State Approving Agency, including current knowledge of the Chapter 31, 33, and 35 Benefits
* Creating and maintaining complete and effective documentation of procedures for system setup, algorithms, maintenance, support, weekly packaging operations, and data quality control of the PowerFAIDS system
* Assist the Financial Aid team during peak periods and as needed with answering basic student questions via phone, email, zoom, and/or in person
* Occasionally represent the Director of Financial Aid in their absence
* Performing other duties as assigned by the Director of Financial Aid and the Vice President for Student Affairs

**QUALIFICATION REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Demonstrated ability to be highly organized, detail oriented, and meticulous in maintaining data consistency and integrity
* Ability to prioritize multiple competing projects under occasional time pressure
* Strong mathematical, analytical, and problem solving skills related to data and database systems
* Demonstrated understanding of data analytics and data flow
* Strong ability to intuitively detect patterns in data to troubleshoot and propose solutions to systematic issues
* Ability to communicate clearly, empathetically, effectively, and tactfully with students, faculty, staff, and occasionally parents to explain complex regulations and processes in an understandable and courteous manner
* Ability, comfort, and willingness to occasionally represent the Director of Financial Aid in their absence
* Possess an affinity for high quality, student-centered customer service with skill in developing and maintaining a high quality user experience
* Ability and comfort working in a fast-paced environment with high levels of teamwork, professional respect, and accountability
* Willingness and drive to pursue professional development opportunities to keep current with the changing regulatory environment

**EDUCATION AND/OR EXPERIENCE**

The minimum amount of education and experience that an individual needs in order to successfully perform the essential duties of the position is:

* Bachelor’s degree (B.A. or B.S.) from a four-year college or university.
* Minimum of four (4) years progressive responsibility in a Financial Aid Office
* Minimum of three (3) years financial aid systems experience.

**ABOUT THE ORGANIZATION**

Located in Fullerton, CA, Marshall B. Ketchum University is an independent, private, non-profit, accredited educational institution. MBKU is home to the Southern California College of Optometry, the School of Physician Assistant Studies and College of Pharmacy. Named after the founder of the optometric institution in 1904, the change to the University structure addresses the growing demand for highly skilled health care professionals.

The University's Southern California College of Optometry confers a Doctor of Optometry (OD) and a Master of Science in Vision Science (MS) degree. MBKU's School of Physician Assistant Studies under the College of Health Sciences awards a Master of Medical Sciences (MMS) degree. MBKU's College of Pharmacy welcomed its first class in the fall of 2016 and awarded the first Doctor of Pharmacy (PharmD) degree in Spring of 2020. MBKU owns and operates two premier eye and vision care centers: the University Eye Center at Ketchum Health and the University Eye Center at Los Angeles.

**BENEFITS**

MBKU provides an excellent benefits package including medical, dental, and life insurance, free vision exams, short and long term disability, generous paid time off plans, a university-sponsored retirement plan with a 9% contribution and an on-site fitness center located on the Fullerton campus. See our website under Employment for more details regarding benefits of working for MBKU ([www.ketchum.edu](http://www.ketchum.edu)).

# HOW TO APPLY

Interested candidates, please send a cover letter along with your resume and salary requirements to [humanresources@ketchum.edu](mailto:humanresources@ketchum.edu). Position is open until filled.

MBKU is an equal opportunity employer; requirements are subject to possible modification to reasonably accommodate individuals with disabilities.