

## **Assistant Director of Financial Aid**

### **POSITION DESCRIPTION**

The University of Arkansas East Arkansas Community College (UAEACC) is currently accepting applications for the position of Assistant Director of Financial Aid. This position provides advanced administrative and operational support to the Financial Aid Office and serves as second-in-command to the Director of Financial Aid. The Assistant Director is responsible for overseeing the Federal Work-Study (FWS) program, ensuring compliance with federal, state, and institutional regulations, and supporting the implementation of the Workday Student system.

### **JOB RESPONSIBILITIES INCLUDE:**

- Supervise the Federal Work-Study program, including student placement, compliance, and departmental coordination.
- Assist with reviewing applications, verify eligibility requirements, and process awards and adjustments for federal, state, institutional, and external scholarship programs.
- Ensure timely and accurate processing of financial aid applications.
- Conduct audits of student files to ensure regulatory compliance.
- Support the development and maintenance of financial aid policies and procedures.
- Provide advanced counseling to students regarding financial aid eligibility, and application procedures.
- Conduct financial aid presentations and outreach events for students and families.
- Oversee customer service operations, ensuring high-quality support via phone, email, and chat.
- Maintain documentation for audits and external reviews.
- Monitor regulatory changes and ensure departmental adherence to updated policies.
- Maintain confidentiality of student records and financial information.
- Participate in student outreach and recruitment events as needed.

### **MINIMUM QUALIFICATIONS:**

A bachelor's degree is required; a master's degree in Education, Business, Accounting, Finance, or a related field is preferred. The ideal candidate will:

- Demonstrate knowledge of federal, state, and institutional financial aid regulations.
- Have experience supervising staff or student programs, especially Federal Work-Study.
- Possess strong analytical, organizational, and problem-solving skills.
- Exhibit excellent interpersonal and communication abilities.
- Have experience with student information systems; Workday experience is strongly preferred.
- Show the ability to manage sensitive information with discretion.
- Demonstrate experience in project coordination, particularly with system implementations.

### **WORK ENVIRONMENT:**

This position is based on campus with standard office hours during the academic year. Extended hours may be required during peak enrollment periods. The role involves regular interaction with students, families, and college staff and requires some travel for professional development, conferences, and outreach events.

**SALARY:**

\$34,311.68 – UAEACC offers a generous fringe benefit package including excellent leave time, employer-paid insurance, and multiple retirement plan options.

Please submit a UAEACC application, cover letter, résumé, and transcript(s) to:

**UAEACC Office of Human Resources**

1700 Newcastle Rd, Forrest City, AR 72335

Email: [humanresources@eacc.edu](mailto:humanresources@eacc.edu)

Or complete an online employment application at [www.eacc.edu/employment](http://www.eacc.edu/employment)

Review of applications will begin immediately and continue until the position is filled.