## College of the Redwoods                    Position Description

| Position: Senior Enrollment Services Operations Analyst | Position Number: |
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| Department: Financial Aid | FLSA: Non-exempt |
| Reports to: Director, Admissions & Financial Aid | Salary Grade: 122 |

## Summary

Leads development for financial aid system program maintenance projects in addition to performing advanced analysis and technical duties related to financial aid processing. Enhances processes to improve delivery of financial aid: testing, development, and documentation of processes. Ensures integrity of financial aid program data including trouble-shooting, correcting problems, coordinating workflow and training of users.

## Essential Duties and Responsibilities

Leads and performs all of the following duties:

- Organizes, leads, and performs work activities to ensure compliance with quality standards and deadlines with a student-centered attitude.

- Manages day to day operational issues as well as annual maintenance of financial aid database and electronic financial aid processing.

- Performs advanced technical duties related to financial aid processing.

- Coordinates and participates in meetings on behalf of the department; may prepare and deliver formal presentations, updates, or briefings. Presides over routine staff meetings in the absence of the director.

- Acts as liaison with IT staff to oversee the implementation of document imaging and other technology initiatives for the department, reviews software functionality.

- Coordinates with other departments to develop, implement, and maintain communications management module setup to provide for increased department efficiency.

- Participates in the preparation of the program budgets. Organizes budget and financial material during the development or proposal process. Monitors expenditures and maintains accurate fiscal records during implementation of the program.

- Trains office staff in new software and financial aid processing.

- Prepares and maintains various reports related to research and analysis of Campus and District data; prepares historical reports, user documentation, analyzes report data, and recommends changes as appropriate.

- Provides technical and analytical support to others regarding the planning, analyzing, and reporting processes to be used in financial aid processes.

- Works with internal and external auditors in providing records and documents for completion of periodic audits.

- Researches and performs advanced technical duties utilizing independent judgment and an understanding of departmental functions and procedures.

- Maintains up-to-date knowledge of laws, regulations, policies, procedures, and automated systems that guide or support the functional area.

- Participates in the development of operational policies and procedures that enhance the operations of the work section within the confines of state and federal regulations.

- Advises and counsels students and/or parents on financial aid related matters when necessary.

- Represents and acts as liaison for the College with federal and state agencies and other colleges. Serves on committees, both internally and externally, as required.

- Performs other duties as assigned that support the overall objective of the position.

## Qualifications

- **Knowledge and Skills**

Requires a thorough knowledge of complex principles and procedures of Admissions and Financial Aid; general office practices, procedures, and equipment. Requires problem solving and analytical skills, and in-depth knowledge of the subjects and workflow requirements for the assigned area. Requires experience using automated information processing systems that support the work section. Position requires knowledge of computer systems operations and processes, including the ability to describe reporting and database functionality needs to technical support staff. Requires thorough knowledge of those activities associated with statistical record keeping, required reporting, and confidential record keeping. Must be highly skilled in using various standard office machines, including computers and office software (e.g. Microsoft Office). Must be able to communicate technical and complex information to 'non- technical' users. Must be able to communicate effectively, both orally and in writing.

The skills to:
- Work with large, complex data files. Perform relational database queries, data analysis, interpretation, documentation, and presentation of research findings.

- Work independently and collaboratively while under pressure; productively organize, prioritize, and manage multiple concurrent projects; and consistently meet schedules and timelines.

- Promote use of and access to information for assessment and decision-making.

- Work successfully with diverse populations.

- Collaborate effectively with college departments and cross-functional teams.

- **Abilities**

Requires the ability to independently perform all of the duties of the position efficiently and effectively. Must be able to coordinate and perform the various tasks within the assigned office and work independently with minimal supervision. Must be able to learn, interpret, explain, and apply District and program policies, rules, and objectives. Requires the ability to plan, organize, and prioritize work in order to meet schedules and timelines. Requires the ability to analyze situations accurately and adopt an effective course of action. Requires the ability to communicate with students, staff, and the public using tact and courtesy in sometimes confrontational or strained situations.

- **Physical Abilities**

Requires sufficient ambulatory ability to get to off-campus locations. Requires hand-arm- eye coordination to operate a personal computer keyboard. Requires visual acuity to recognize words and numbers. Requires auditory ability to carry on conversations and to project voice to small groups.

- **Education and Experience**

The position requires a combination of education equivalent to an AA degree in a business or equivalent discipline and a minimum of 6 years of responsible and varied experience, preferably in an educational setting in a high-volume environment. Requires prior experience with computer systems operations and database management. A combination of additional experience and higher education can be substituted.

- **Licenses and Certificates**

Requires a valid drivers license.