

*Founded in 1927, Austin Peay State University is a comprehensive, state-assisted university with an enrollment of approximately 9,000 students. APSU was named in honor of the late Tennessee Governor Austin Peay, who served from 1923–1927.*

*With a main campus in Clarksville, Tenn. and a satellite campus on post at Fort Campbell, Ky., APSU is one of 47 universities, community colleges and technology centers in the Tennessee Board of Regents system, the sixth largest system of higher education in the nation. The University offers a full range of academic programs at the associate, baccalaureate and master's degree levels in the arts, sciences, business and selected professional programs. APSU offers 13 online degree programs and hundreds of Web-based classes. Among APSU's many points of distinction are its outstanding programs in the sciences, two centers of excellence in the creative arts and field biology and four chairs of excellence in the creative arts, business, free enterprise and nursing.*

*An integral part of Clarksville, a rapidly growing city of more than 100,000 located 45 minutes northwest of Nashville, the University led the state in enrollment growth in recent years. Since 2000, Austin Peay has renovated and erected numerous top-of-the-line facilities on its 160-acre main. Of the universities offering classes on post at Fort Campbell, only APSU has been given permission to construct its own building. The University enrolls more students at the Fort Campbell Center than the other five institutions combined.*

**Director**  
**Student Financial Aid and Veterans Affairs**  
**Regular Full-Time Position**  
**Position Number 463000**

**General Description**

The Director provides supervision and management to the Student Financial Aid and Veteran's Affairs Office to ensure compliance with federal and state regulations as well as meet the needs of the students and the administration at Austin Peay State University. Under the direction of the Dean of Enrollment Management and Academic Support Services, the Director is responsible for providing overall leadership in establishing the philosophy and implementation of financial aid and veterans affairs policies, procedures and programs.

**Primary Duties and Responsibilities**

- Implement and improve student-centered service programs.
- Maintain an up-to-date understanding of state, federal and institutional regulations and assure compliance to same.
- Oversee the coordination and completion of reports for federal and state agencies, annual audits and/or program reviews.
- Oversee the coordination of state grants, scholarships and the Tennessee Education Lottery Scholarship Program.
- Coordinate the completion of all applications for funding (FISAP, etc.).
- Institute departmental expenditure priorities within allocated budgets.
- Maintain and report on the departmental operation budget.
- Coordinate student recruitment and retention efforts by services offered through financial aid and veteran's affairs.
- Work with all facets of the financial aid office including, but not limited to: student award packaging, compliance, certification, default management, loan processing, document tracking, grants and scholarships, Veteran's Affairs and file maintenance.
- Counsel with students concerning financial assistance and appropriate steps to be followed in obtaining program funds.
- Work in collaboration with all campus departments, especially Business Services, Admissions, Office of the Registrar, and Student Affairs to provide quality service to students.
- Provide leadership to promote and maintain integrity, accuracy, and timeliness in the delivery of financial aid to students.
- Conduct informational and community service workshops both on and off campus, involving prospective students and their parents, current students, other university departments and the staff of Student Financial Aid and Veterans Affairs.
- Provide overall management of the Student Financial Aid and Veterans Affairs staff and offices at both the main and Fort Campbell campuses.
- Assure timely completion of all annual employee evaluations.
- Establish and implement short and long term goals for the use of technology in operation of the various financial assistance processes.
- Coordinate and maintain the development of a comprehensive Financial Aid and Veterans Affairs Policy and Procedures Manual.
- Develop financial aid strategies to meet the goals of the University's enrollment management plan and retention goals.
- Oversee the coordination of campus student employment.
- Maintain and report on scholarship budgets and work with other University offices in development of awarding requirements, renewal criteria, etc.

### **Primary Duties and Responsibilities continued**

- Advise the Dean of Enrollment Management and Academic Support Services regarding trends and developments in Financial Aid and Veterans Affairs.
- Develop training programs for staff to ensure compliance with federal and University policies and procedures.
- Actively participate in appropriate professional organizations.
- Serve as ex-officio member of Financial Aid & Scholarships Appeals Committee.
- Oversee adherence to NCAA and OVC rules as they relate to the awarding of student financial aid.
- Perform other job-related duties as assigned.

### **Essential Functions**

- Ability to efficiently operate a personal computer and associated software (Outlook, Word, Excel, etc.) and SungardHE Banner.
- Ability to communicate effectively and appropriately.
- Ability to maintain confidentiality of records and information.
- Ability to interact in an effective and appropriate manner with diverse populations, the University community and the public.
- Ability to detect and correct grammatical and spelling errors in written correspondence.
- Ability to maintain files accurately, in paper and in software programs.
- Ability to handle multiple tasks simultaneously.
- Ability to effectively supervise personnel and complete all associated personnel actions in a timely and accurate manner.
- Ability to effectively manage the overall operation of the Student Financial Aid and Veterans Affairs Office.
- Strong interpersonal, planning and organization skills.
- Ability to set priorities and deadlines, ensure projects are completed and respond to questions/problems in a timely manner.
- Ability to organize resources, especially staff, to meet program goals.
- Knowledge of and experience with innovative uses of technology for financial aid programs.
- Ability to implement and improve customer service programs for students.
- Experience in integrating financial aid programs with a full range of student services.
- Ability to successfully mediate solutions to parties in conflict.
- Commitment to value and programs of diversity and multiculturalism.
- Ability to effectively counsel students.
- Sound understanding of customer service and an advanced knowledge of the financial aid process.
- Ability to effectively prepare financial progress reports, budget reports and other documents.
- Ability to effectively supervise the packaging of financial aid awards.
- Capability of interpreting federal, state and university regulations governing federal financial aid programs.

### **Required Minimum Qualifications**

- Master's degree required with an emphasis in administration of Student Personnel or Academic Services, Guidance and Counseling, or non-profit organizations beneficial.
- Three years of experience administering federal and state financial aid programs of a size and complexity similar to Austin Peay State University.
- A minimum of 2 years of experience at the Student Financial Aid Assistant or Associate Director level
- A background check will be required of the successful applicant.

### **Additional Preferred Qualifications**

- Direct experience with SIS PLUS and/or BANNER beneficial.

**IT IS A CLASS A MISDEMEANOR TO MISREPRESENT ACADEMIC CREDENTIALS**