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University Financial Aid Compliance Manager, Office of Student Financial Assistance

New York, NY

CENTRAL OFFICE

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University Financial Aid Compliance Manager, Office of Student Financial Assistance

POSITION DETAILS

The Office of Student Financial Assistance (OSFA) at The City University of New York (CUNY), located at the Central Office, serves as the central administrative hub for financial aid operations and provides guidance to financial aid offices across CUNY's 26 colleges and institutions throughout New York City. As a mission-critical department fundamental to delivering financial assistance, maintaining regulatory compliance, and ensuring uninterrupted student financial support, OSFA provides strategic oversight and administration of Federal, State, City, and institutional funding in compliance with government and institutional requirements, enabling access to higher education for over 219,000 students, and administers disbursements of over \$1 billion in aid annually. Beyond the standard multi-academic year processing of Title IV, NYS/NYC, and Institutional Aid, OSFA spearheads the implementation of evolving federal, state and city regulations, manages new awards and programs, and leads university-wide initiatives and technology implementations that directly impact student access and success across one of the nation's largest urban public university systems.

Reporting to the University Deputy Director of OSFA, the University Financial Aid Compliance Manager provides financial aid compliance guidance, monitoring, and training for applicable Federal, State, City, and institutional financial aid programs. Serving as the primary resource on federal, state, institutional, and Title IV regulations, the University Financial Aid Compliance Manager interprets regulations and policies to ensure all campuses are in compliance to applicable

financial aid rules and regulations, and manages all internal and external audit requests. This position analyzes the effectiveness of CUNY's financial aid policies, administrative procedures, systems, and forms; as well as recommends and implements improvements plus current, evolving, and annual regulatory changes; and participates in various financial aid initiatives to implement current government and institutional requirements.

In addition to the job summary above and CUNY Title Overview information below, other key duties include, but will not be limited to the following:

- Facilitate the development of financial aid compliance policies, procedures, and operational guidelines; document and communicate these standards to ensure efficient, effective, and compliant administration of federal, state, city, and institutional financial aid programs across all CUNY campuses.
- Manage the Return of Title IV Funds federal process and NYS Aid Programs, including TAP, Opportunity, and Federal Work-Study Programs, plus new aid and scholarships supporting specific student populations and non-degree programs.
- Manage ongoing efforts to ensure that federal, state, city, and institutional aid compliance rules, and the administration of aid within those rules, are documented and up to date.
- Supervise a team of Financial Aid Coordinators and Specialists, providing coaching, mentoring, and guidance to ensure consistent application of compliance standards across the university.
- Monitor and identify changes and trends in federal, state, and city student financial aid legislation, regulations, and sub-regulatory guidance; ensure that impacted areas are informed and provide guidance on accommodating these changes.
- Monitor federal notices of proposed rulemaking for financial aid and consumer financial protection; analyze and interpret rules and prepare impact analyses of proposed regulations.
- Identify potential areas of compliance vulnerability and risk with financial aid rules and regulations and oversee the development and implementation of appropriate corrective action plans to manage and mitigate risk and improve compliance practices.
- Conduct compliance trainings for office and campus staff members on updates and issues regarding federal, state, and city financial aid programs.
- Serve on the Compliance workgroup responsible for the creation of the Student Manual, reviewing impacts of legislation and regulation on financial aid programs while serving as backup for duties assigned to the unit.
- Perform other duties as assigned.

NOTE:

Until further notice, this position is eligible for a hybrid work schedule.

QUALIFICATIONS

MINIMUM

Bachelor's degree and six years' related experience required.

PREFERRED

- Experience in student financial aid and scholarship administration, with demonstrated expertise in compliance, auditing, reporting, and training.

- Comprehensive knowledge and understanding of federal, state, city and institutional financial aid programs, operations, regulations, and best practices.
- Strong knowledge of Federal and New York State financial aid policies, including Title IV, Return to Title IV (R2T4), HEERF, TAP, and other state aid programs.
- Experience using large-scale PeopleSoft-based financial aid processing systems and related technologies.
- Proven ability to analyze financial aid business processes and implement standardized best practices across a multi-campus university system.
- Experience supervising, coaching, and developing staff in a compliance or financial aid environment.
- Understanding of the critical role of financial aid in student recruitment, retention, and success as it relates to strategic enrollment goals.
- Excellent communication and interpersonal skills to influence colleagues and cross-functional teams; ability to interpret and convey complex procedures and eligibility rules clearly and accurately to diverse audiences.
- Customer-focused, proactive, flexible, and collaborative approach to working effectively with diverse members of the university community and external constituents at various levels.
- Detail-oriented and accurate with strong critical analysis, evaluation, problem-solving, and research skills.
- Strong organizational and follow-through skills to prioritize work, manage multiple competing priorities, and meet critical deadlines.
- Advanced proficiency using administrative and financial systems, databases, and programs, plus Microsoft Office suite (particularly Excel for data analysis) and remote/virtual meeting and collaboration tools (MS Teams, Zoom, WebEx, etc.).

CUNY TITLE OVERVIEW

Manages one or more centralized student financial aid/assistance functions and programs, plus related systems and technologies in accordance with applicable laws, regulations, and policies.

- Maintains operational responsibility for Financial Aid data records, applications, business practices and reporting functions within an ERP system to support student enrollment
- Ensures the integrity, compliance and consistency of Financial Aid data, processes and procedures with relevant federal and state regulations and University policies
- Supports campuses with implementing, adapting and using ERP Financial Aid system modules and generating reports
- Works with campus and University-level offices to conduct training and address ERP system performance issues
- Manages and trains staff
- Performs related duties as assigned.

CUNY TITLE

Higher Education Associate

FLSA

Exempt

COMPENSATION AND BENEFITS

The salary range is **\$83,681 - \$90,838** , commensurate with credentials, education, and experience.

Effective 9/1/26, salaries of eligible employees will be adjusted by 3.5% in accordance with the terms of the PSC-CUNY collective bargaining agreement.

CUNY's benefits contribute significantly to total compensation, supporting health and wellness, financial well-being, and professional development. We offer a range of health plans, competitive retirement/pension benefits and savings plans, tuition waivers for CUNY graduate study and generous paid time off. Our staff also benefits from the extensive academic, arts, and athletic programs on our campuses and the opportunity to participate in a lively, diverse academic community in one of the greatest cities in the world.

HOW TO APPLY

For full consideration, submit a cover letter and resume online via CUNY's web-based job system, addressing how your experience and credentials meet the responsibilities and qualifications outlined.

The direct link to the job opening from external sources is:

https://hrsa.cunyfirst.cuny.edu/psc/erecruit/EMPLOYEE/HRMSCG/c/HRS_HRAM_FL.HRS_CG_SEARCH_FL.GBL?Page=HRS_APP_JBPST_FL&Action=U&FOCUS=Applicant&SiteId=1&JobOpeningId=31687&PostingSeq=1

Current CUNY employees are strongly encouraged to apply and must do so through CUNYfirst Employee Self Service using their login credentials. After you login, click the Careers tile on the Employee Self Service Menu page to view job openings.

CLOSING DATE

February 12, 2026

JOB SEARCH CATEGORY

CUNY Job Posting: Managerial/Professional

EQUAL EMPLOYMENT OPPORTUNITY

CUNY encourages people with disabilities, minorities, veterans and women to apply. At CUNY, Italian Americans are also included among our protected groups. Applicants and employees will not be discriminated against on the basis of any legally protected category, including sexual orientation or gender identity. EEO/AA/Vet/Disability Employer.

Job ID

31687

Location

Central Office

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For information on [requesting a reasonable accommodation](#) in the application process, visit the Company career page.

INFORMATION FOR

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Scholarships
and Grants
Estimating
College Costs

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(Title IX)
Freedom of
Information Law
(FOIL)
CUNY Builds:
CUCF
Procurement
Emergency
Preparedness

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