

Prince George's Community College
301 Largo Road
Largo, MD 20774

POSITION TITLE: Associate Director, Student Financial Aid (Compliance and Customer Service)

REPORTS TO: Director, Student Financial Aid

STATUS: Full-time

GRADE: 16

FLSA STATUS: Exempt

UNION STATUS: Non-Union

GRANT POSITION: No

CORE COMMITMENTS

Students First

Our core mission and primary focus is empowering students through learning. We devote our energy to creating the conditions for optimal learning and student success.

Achievement

We strive for exemplary execution of work and service to others resulting in the attainment of goals, aspirations, and outcomes.

Equity

We believe equity is grounded in fairness and respect. It ensures every student has equal access to the appropriate resources and services needed to be successful through the intentional design of the college experience. We hold ourselves accountable for dismantling barriers to their completion and attainment of upward mobility outcomes.

Continuous Improvement

We are committed to ongoing, incremental changes and innovation focused on increasing organizational effectiveness, ingenuity, and sustainability.

Empathy

We cultivate a caring environment by identifying with others' perspectives in order to nurture holistically their well-being and growth.

Integrity

We act conscientiously and courageously according to ethical principles, academic honesty, and social responsibility.

LEADERSHIP COMPETENCIES (Adopted from the American Association of Community Colleges, November 2016):

Prince George's Community College supports the competency framework developed by the American Association of Community Colleges as the best guidance for the types of leadership competencies needed by College administrators and professionals. All College administrators and professionals are expected to be proficient in the following competencies:

- **Organizational Strategy:** Strategically improves the quality of the institution, protects the long-term health of the organization, promotes the success of all students, and sustains the community college mission, based on knowledge of the organization, its environment, and future trends.
- **Resource Management:** Equitably and ethically sustains people, processes, and information as well as physical and financial assets to fulfill the mission, vision, and goals of the community college.
- **Communication:** Uses clear listening, speaking, and writing skills to engage in honest, open dialogue at all levels of the college and its surrounding community, to promote the success of all students, and to sustain the community college mission.
- **Collaboration:** Develops and maintains responsive, cooperative, mutually beneficial, and ethical internal and external relationships that nurture diversity, promote the success of all students, and sustain the community college mission.
- **Advocacy:** Understands, commits to, and advocates for the mission, vision, and goals of the community college.
- **Professionalism:** Works ethically to set high standards for self and others, continuously improve self and surroundings, demonstrate accountability to and for the institution, and ensure the long-term viability of the college and community.

GENERAL RESPONSIBILITIES

The Associate Director of Student Financial Aid (Compliance and Customer Service) serves as a senior member of the Student Financial Aid leadership team and is responsible for ensuring institutional compliance with federal and state financial aid regulations while overseeing customer service operations. This position provides supervisory oversight of Financial Aid Coordinators responsible for Return of Title IV (R2T4) processing and the Federal Direct Loan Program, two of the most highly regulated and compliance-sensitive functions within the office. The Associate Director functions as a subject matter expert in financial aid compliance, provides guidance and training to staff, contributes to policy development and strategic initiatives, and manages the office's primary student and family point of contact to ensure consistent, high-quality customer service.

ESSENTIAL DUTIES

- Monitor, analyze, and interpret federal and state financial aid regulations using resources such as Federal Student Aid (FSA) Partner Connect, NASFAA guidance, COD reports, Maryland Higher Education Commission communications, and U.S. Department of Education Electronic Announcements.
- Provide supervisory oversight and evaluation of Financial Aid Coordinators responsible for Return of Title IV (R2T4) calculations and the Federal Direct Loan Program, ensuring accuracy, timeliness, and regulatory compliance.

- Identify, implement, and maintain internal controls to ensure financial aid funds are properly awarded, disbursed, reconciled, and reported.
- Secondary point of contact for internal, external, annual, and interim financial aid audits, supporting audit readiness and institutional risk mitigation.
- Coordinate office-wide compliance training and provide ongoing guidance to staff regarding regulatory changes and operational impacts.
- Oversee the accuracy, compliance, and maintenance of all publicly posted financial aid information, including the Student Financial Aid website.
- Manage reconciliation of the Federal Pell Grant Program and external and foundation scholarships; assist with reconciliation of the Federal Direct Loan Program.
- Provide leadership and supervision of front desk operations to ensure high-quality customer service, effective communication, and consistent dissemination of accurate information to students and families.
- Collaborate with the Director in decision-making, policy development, and strategic planning for the Student Financial Aid Office.
- Develop, implement, review, and document financial aid policies and procedures to ensure compliance with Department of Education, accrediting agencies, and institutional requirements.
- Represent the Student Financial Aid Office at student orientations, college fairs, recruiting events, and other outreach activities, as needed.
- Participate in the development of performance objectives, corrective action plans, and continuous improvement initiatives aligned with departmental, divisional, and college goals.
- Perform other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent listening and communication skills, both verbal and written.
- Exceptional problem-solving skills, and ability to evaluate, analyze, create, and make decisions within critical scenarios required to maintain institutional eligibility to award state and federal financial aid programs.
- Ability to exercise independent judgment in accordance with established policies and practices
- Ability to interact tactfully and courteously with public and coworkers, and across all disciplines and departments
- Ability to perform work independently, as well as in a team environment
- Ability to manage people, department initiatives and strategic plans, and operations
- Ability to provide guidance, communication and counsel to other staff members on compliance matters
- Demonstrated knowledge and experience in program administration, compliance and training.
- Extensive knowledge and understanding of all federal, state, regulations related to processing, disbursing, and reporting of financial aid awards.
- Knowledge of FISAP reporting, Program Participation Agreements requirements, Transfer Monitoring, Gainful Employment disclosures, Consumer Information and Program Integrity Regulations.

- Must be able to demonstrate a high level of personal and professional integrity. In addition, must have demonstrated management and leadership skills managing people, department initiatives and strategic plans.

EDUCATION AND EXPERIENCE

- Bachelor’s degree (or higher) required.
- Four years of full-time experience in the financial aid area.
- Two years of supervisory experience required.
- Master’s degree preferred.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to a, personal computer, calculator, copier, and fax machine. No significant climbing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, grasping, and repetitive motions.

SPECIAL REQUIREMENTS

None

ACCOMMODATIONS

To perform this job successfully, an individual must be able to satisfactorily perform each essential job duty. Prince George’s Community College provides reasonable accommodations when requested by a qualified applicant or employee with a disability, unless such accommodation would cause an undue hardship. Accommodation determinations are made on a case-by-case basis. If reasonable accommodation is needed, please contact the Equity, Culture, and Talent (ECT) department

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