



SPARTANBURG METHODIST COLLEGE JOB DESCRIPTION

DIRECTOR OF FINANCIAL AID & ENROLLMENT SERVICES

All employees of Spartanburg Methodist College are entrusted with assisting the College to achieve its mission and vision. Achievement, integrity, and service are the guiding principles in pursuit of our vision.

Position Summary:

The Director of Financial Aid & Enrollment Services is a key member of the Enrollment Management team, responsible for leading a comprehensive, student-centered financial aid program that aligns with the mission and values of Spartanburg Methodist College (SMC). This role is critical to advancing the College's recruitment and retention efforts by ensuring equitable, timely, and strategic awarding of financial aid and scholarships.

The Director provides strong, ethical leadership for the Financial Aid Office, fostering a culture of excellent customer service, compliance, and innovation. The Director works collaboratively across departments, maintains clear and consistent communication with the campus community, and demonstrates enthusiasm and professionalism—whether working independently or as part of a team. A commitment to excellence and continuous improvement is essential.

Essential Responsibilities:

- Provide strategic and accountable leadership for all aspects of the financial aid and scholarships program in support of institutional enrollment goals.
- Develop and implement strategies for the timely and equitable awarding of financial aid, aligned with recruitment priorities and institutional aid budgets.
- Support institutional enrollment goals by contributing to the recruitment of new students and the retention of returning students through effective communication, collaboration, and student-centered service.
- Ensure compliance with all federal, state, and institutional regulations, and uphold the highest standards of ethical financial aid administration.
- Supervise Financial Aid Office personnel, including hiring, training, scheduling, performance evaluations, and professional development.
- Establish and monitor workflows and timelines to ensure the effective, efficient, and compliant delivery of aid to students.
- Collaborate with departments across campus to ensure accurate and effective communication of financial aid information and policies.
- Assist with the management and optimization of the Financial Aid module within Ellucian Colleague, and its integrations with systems such as Technolutions Slate and NextGen Dynamic Forms.
- Coordinate and ensure the accurate and timely completion of required federal and state reporting, including FISAP, IPEDS (Financial Aid section), CHE Management Information System (CHEMIS), and Gainful Employment (GE)/Financial Value Transparency (FVT).
- Serve as a visible and accessible leader who models excellent customer service and integrity in all interactions.

Required Skills and Competencies:

- Exceptional organizational and analytical skills, with strong attention to detail and accuracy in recordkeeping.
- Demonstrated ability to work effectively with individuals from diverse backgrounds and contribute to an inclusive campus environment.
- Strong written and verbal communication skills, including the ability to present complex information clearly.
- Proven ability to establish and maintain positive working relationships across departments and with the public.
- Ability to manage multiple priorities independently while maintaining a high level of productivity and professionalism.
- Commitment to student success and to the mission of a small, student-focused institution.

Technical Proficiencies:

- Advanced proficiency in Microsoft Office Suite, especially Excel.
- Preferred experience with:
 - Ellucian Colleague
 - Technolutions Slate
 - NextGen Dynamic Forms
 - U.S. Department of Education platforms, including FAFSA Partner Connect, COD, NSLDS, and the FAFSA Partner Portal.

Other Requirements:

- Willingness to work occasional evenings and weekends as needed.
- Ability to adapt to changes in financial aid regulations and technology platforms.

Working Conditions:

The work is normally performed in an office environment which, at times, will require significant contact with students and family members. The work may include occasional public presentations both on and off campus.

Physical Requirements:

- Light physical exertion. Normally seated, standing, or walking at will. Periodic handling of parcels or supplies. Use of handcart for transporting admissions materials.
- Ability to access office files and make public presentations.
- Manual and physical dexterity and visual acuity are needed to operate a computer keyboard and handle paper documents.
- Sufficient near vision acuity to read information appearing on a computer display screen, in hand-written form, and printed on paper.
- Adequate hearing and verbal abilities to communicate effectively in person and by telephone.

Education and Experience:

- Bachelor's degree is required.
- Minimum of one (1) to three (3) years of experience in higher education is preferred.

About the College: Founded in 1911, Spartanburg Methodist College is a private residential liberal arts institution serving a diverse student population within the United Methodist Connection. Since its founding as the first co-op school in the nation, SMC has remained dedicated to its mission to connect education and employment. After over 100 years as an Associate Degree granting institution, the college launched its first bachelor's degree in 2019. SMC is growing significantly, adding new programs, and consistently evaluating operations because of a campus-wide commitment to innovation and a passion for designing all campus programs to serve its student population intentionally. Today, the college's emphasis on education and employment includes a unique professional development concentration comprised of eight required courses for students seeking associate and bachelor's degrees. SMC is committed to its student demographic and believes that global impact is possible through their success.

Spartanburg Methodist College does not discriminate on the basis of race, color, creed, religion, sex, age, national or ethnic origin, disability, veteran status, sexual orientation or any legally protected status in any personnel action regarding the recruiting, hiring, and promotion of faculty and staff members. All offers of employment are contingent upon satisfactory results of a background investigation. SMC participates in the federal E-Verify program.