



## LAKESHORE TECHNICAL COLLEGE - EMPLOYMENT OPPORTUNITY

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<b>Job Title:</b>	<b>Financial Aid Manager</b>
<b>Salary Expectation:</b>	Exempt – Annual Salary \$59,102 to \$75,772 ( <i>Note: Salary will commensurate based on education and occupational experience.</i> )
<b>Reports To:</b>	Vice President of Student Success
<b>Location:</b>	Lakeshore Technical College – Cleveland, Wisconsin
<b>Employment and Work Schedule:</b>	Full-Time Exempt (52 weeks) Monday through Friday Flexible day/evening/weekend hours based upon needs of the college

### Purpose

Provide leadership for the Financial Aid department. Responsible for the distribution of Financial Aid to college students. Manage the federal and state financial aid monies in the form of grants, work-study, and loans according to the federal and state regulations and LTC policies. Manage the daily operations of the financial aid office, continue development of office technology; train and supervise staff; analyze, monitor, and report on the distribution of aid. Review trends and policy issues related to implementation of all federal and state audits, complying with financial aid regulations and policies of applicable governing bodies.

### Job Description

- Responsible for the administration of governmental financial aid to students attending LTC.
- Develop and implement policies and operational procedures.
- Lead the development, implementation, and management of Financial Aid programs.
- Manage the daily operations of the Financial Aid Office; ensure that deadlines are met and necessary processes are completed.
- Provide leadership to the department in reviewing, recommending, and implementing the financial aid regulation updates to the College's Student Administration System program (PeopleSoft).
- Serve as backup for the determination of students' financial aid eligibility and financial aid award processing.
- Calculate repayments, overpayments, and return of Title IV funds for students withdrawing for one or more courses, or withdrawing from the college completely.
- Develop, approve, and maintain office budget for the Financial Aid Department.
- Complete professional judgments regarding satisfactory academic progress, dependency overrides, parent refusal of information, and adjusting of Cost of Attendance.
- Responsible for development of student budgets and fiscal year setups.
- Responsible for the financial aid annual audit.
- Work with division Deans regarding new and revised programs and complete application and submission of all such programs to the Department of Education for financial aid eligibility.
- Coordinate Financial Aid operations with other college departments.
- Serve as the College's Financial Aid Lead with WILM to maintain Financial Aid related setups, testing, and training of department and college staff.
- Implement, setup-up, research and test PeopleSoft upgrades and fixes.
- Responsible for troubleshooting PeopleSoft issues relating to the financial aid system.
- Reconcile direct loan and other financial aid accounts with government agencies; troubleshoot and resolve problems such as overpayments and incorrect disbursements.
- Collaborate with other departments to ensure accuracy of items such as, but not limited to, the LTC website, the ChatBot, consumer information, enrollment reporting, client reporting, the student book charge process, and reconciliation.
- Serve as the college's Primary Destination Point Administrator (DPA).
- Provide an exceptional customer service experience to both internal and external customers throughout every interaction. Other duties as assigned.

### Manager Essential Responsibilities

Supervision is provided to the Financial Aid team. Responsible for the overall direction, coordination, and evaluation of these staff. Responsibilities include design position responsibilities, interview, hire, and train employees; plan, assign, and direct work; supervise,

mentor, and develop staff through the Employee Management System; reward and discipline employees. Carry out managerial responsibilities in accordance with the organization's policies and applicable laws to include: develop plan(s) and budget for department; address staff and student issues in an effective and timely manner; be an active advocate for LTC in the community; be active in the college by serving on committees; teach classes, as requested, based on course-identified qualifications; monitor security to college, outside entities, federal, and state applications; and perform internal audits in accordance with student financial aid internal controls.

### Qualifications/Training/Experience\*

- Bachelor's degree or equivalent with three to five years recent related Financial Aid experience.
- PeopleSoft Campus Solutions experience preferred.
- Maintain memberships in various professional organizations to keep current with federal and state regulations (i.e., NASFAA, WASFAA).
- Strong telephone, human relations, problem-solving, written and oral communications, customer service, editing, keyboarding, organizational and public speaking skills.
- Ability to work independently and as a team member. Ability to work with continual interruptions.
- Ability to understand specific job-related terminology.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to apply mathematical operations to such tasks as frequency distribution, analysis of variance, and correlation techniques.
- Exemplify college values in all staff and student interactions, as well as services delivered.
- Ability to establish and maintain effective working relationships and relate successfully with staff, students, and citizens of diverse cultural, social or educational backgrounds.
- Fluent, bilingual individual is beneficial.

**\*Note: Meeting the minimum requirements does not guarantee an interview for a position.**

### Condition of Employment

- Employment conditional on completion of a Background Information Disclosure (BID with the results acceptable to the College).

### Benefits

Health Insurance	Employee Assistance Program (EAP)	Vacation
Dental Insurance	Paid Leave of Absence (PLOA)	Health Reimbursement Account (HRA)
Vision Insurance	Professional Development	Flexible Spending Program
Long Term Disability	Tuition Reimbursement	On-Site Child Care
Life Insurance	Holidays	Wellness/Fitness Center
Wisconsin Retirement System (WRS)		

### Recruitment Period

**Beginning:** Friday, November 12, 2021

**Closing:** Until position is filled

### Online Application Process

The LTC online employment application must be completed in its entirety to be considered for a position at Lakeshore Technical College. To access the LTC online application system, click [HERE](#) to login or to create a new account login to apply for the position. For additional assistance, please contact Human Resources.

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LAKESHORE TECHNICAL COLLEGE DOES NOT DISCRIMINATE ON THE BASIS OF RACE, CREED, COLOR, NATIONAL ORIGIN, ANCESTRY, RELIGION, SEX, DISABILITY, AGE, SEXUAL ORIENTATION, GENETIC TESTING, LACK OF ENGLISH SKILLS, ARREST OR CONVICTION RECORD, POLITICAL AFFILIATION, VETERAN STATUS, PARENTAL STATUS, MARITAL STATUS, PREGNANCY OR OTHER PROTECTED CATEGORIES, IN ITS SERVICES, EMPLOYMENT, PROGRAMS, AND/OR EDUCATIONAL PROGRAMS AND ACTIVITIES, INCLUDING BUT NOT LIMITED TO ADMISSIONS, ACCESS AND PARTICIPATION. THE COLLEGE ATTEMPTS TO BE IN COMPLIANCE WITH ALL FEDERAL LAWS INCLUDING BUT NOT LIMITED TO TITLE IX & SECTION 504. INQUIRIES REGARDING NONDISCRIMINATION POLICIES ARE HANDLED BY THE EXECUTIVE DIRECTOR OF HUMAN RESOURCES/AFFIRMATIVE ACTION OFFICER, 1290 NORTH AVENUE, CLEVELAND WI 53015, PHONE 920.693.1139 OR 888.468.6582, EXT. 1139.

LAKESHORE TECHNICAL COLLEGE PROVIDES REASONABLE ACCOMMODATIONS TO ASSIST PERSONS WITH DISABILITIES TO ACCESS OR PARTICIPATE IN ITS PROGRAMS OR ACTIVITIES. PERSONS REQUIRING ACCOMMODATION TO ACCESS THE COLLEGE'S PROGRAMS, SERVICES, AND/OR EMPLOYMENT SHOULD CALL LTC AT 920.693.1000 OR 888.GO TO LTC (888.468.6582), OR TTY 711.

**WEBSITE: [WWW.GOTOLTC.EDU](http://WWW.GOTOLTC.EDU) | TELEPHONE: 1-888-GOTOLTC**

***Veterans, Women, Minorities, and Persons with Disabilities Are Encouraged To Apply***