

**Assistant Director of Financial Aid**  
**Office of Financial Aid**  
**\$45,000.00**

**Summary**

The Office of Financial Aid at Henderson State University in Arkadelphia is seeking a candidate for the position of Assistant Director of Financial Aid. We are searching for an enthusiastic person with vision and belief in how financial aid can support our enrollment and retention goals. This person is responsible for supporting the overall administration of financial aid programs to over 3,000 students. Under the general direction of the Director of Financial Aid, this person ensures that all systems and processes have optimal efficiency and compliance with all state and federal regulations that govern the administration of financial aid. The candidate collaborates with other key departments and systems to create a superior student experience. This position also drives the execution of strategic priorities for Financial Aid. The successful candidate will demonstrate a commitment to promoting the success of all students, including those who are first-generation, from underrepresented populations, and/or of low socioeconomic status.

**Essential Duties and Responsibilities**

- Serves as lead financial aid administrator in the absence of the Director.
- Assists the Director as needed with the annual audits, program reviews, FISAP, final reconciliation and other reports required.
- Partners with IT resources to ensure smooth processing and efficiency through the financial aid management system.
- Keeps current on financial aid regulations such as U.S. Department of Education's website and notifications, and National Association of Student Financial Aid Administrators (NASFAA) publications and disseminates information to subordinates.
- Partners with senior-level Financial Aid staff to update all policies and procedures in compliance with the most current state and federal regulations. Ensure the accuracy and integrity of student aid records and internal and external reports.
- Attend workshops and conferences to keep abreast of regulations.
- Study written material for the purpose of understanding institutional, state and federal aid programs and institutional policies and procedures.
- Provide feedback and recommendations to the Director of Financial Aid regarding policies and procedures.
- Ensures outstanding service and support for Henderson State students and surrounding communities to assist in educating and preparing families for a successful transition to college.
- Performs other duties as required or assigned by the Director.

## **Qualifications / Experience**

- Bachelor's degree
- Ability to interpret complex financial aid regulations and apply appropriately in different situations
- Ability to work independently as well as in a team environment
- Strong interpersonal skills
- Strong problem-solving abilities and the ability to use sound judgment for decision-making
- Exceptional leadership skills, including the desire to drive an organizational culture of continuous improvement, optimal operating efficiency, and compliance
- Excellent verbal and written communication with the ability to communicate effectively with students, parents, staff and faculty.
- Excellent interpersonal skills with a high level of customer service skills
- Ability to work under pressure and meet timelines and objectives
- Ability to interpret policies and make decisions.

**University:** Henderson State University is located in Arkadelphia, a charming, family-centered community of 11,000 residents situated one hour south of Little Rock on Interstate 30. Nestled in the foothills of the Ouachita Mountains, the community is home to two universities, a strong public school system, a thriving medical community, two recreational rivers, the iconic Lake DeGray, and is approximately 30 miles from historic Hot Springs National Park, one of the great American treasures. Please visit [www.hsu.edu](http://www.hsu.edu), [www.arkadelphiaalliance.com](http://www.arkadelphiaalliance.com), or [www.arkadelphiaschools.org](http://www.arkadelphiaschools.org) for more information about Henderson State University and our community.

**Application:** Review of applications will begin November 22, 2021, and continue until the position is filled.

Applications, which should include a letter of application, resume, unofficial transcript(s) and the names, addresses, and telephone numbers of three current references, should be forwarded via e-mail in PDF or MS Word format to:

Ms. Lisa Smith, Director of Financial Aid  
[smithli@hsu.edu](mailto:smithli@hsu.edu)

The final applicant for this position will be required to submit to a background screening including a criminal background check and financial records check pursuant to university policy. The applicant will also be required to provide official transcripts to Human Resources. Under the provisions of Arkansas' Freedom of Information Act, applications are subject to public inspection upon written request.

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