

Assistant Director, Financial Aid

North Central State College is seeking a detail-oriented, student-focused professional to serve as **Assistant Director of Financial Aid**. This is a key role for someone who enjoys problem-solving, navigating complex regulations, and making a direct impact on student success.

Reporting to the Director of Financial Aid, the Assistant Director plays a critical role in the day-to-day administration of financial aid programs, ensuring accurate, timely, and compliant delivery of aid to students.

What You'll Do . . . Key Responsibilities

Financial Aid Administration & Operations

- Assist and work in partnership with the Director in the daily administration of financial aid programs, ensuring accurate, timely, and compliant delivery of aid.
- Exercise independent judgment in reviewing and processing financial aid applications:
- Certify courses for veterans' educational benefits with the VA.
- Assist with reconciliation of financial aid programs and support audit and reporting requirements.
- Conduct outreach to students regarding application completion, missing documentation, and eligibility issues, including deregistration processes.
- Administer state financial aid programs, including identifying recipients, reconciling funds, and completing required reports.
- Assist in maintaining and updating the office's policies and procedures to reflect current regulations and practices.
- Maintain accurate and compliant student records, including electronic file management and documentation processes in accordance with federal and institutional requirements.
- Coordinate the receipt and distribution of financial aid-related documentation to ensure timely processing and compliance with established deadlines.
- Other duties as assigned.

Systems, Reporting & Process Coordination

- Assist and work in partnership with the Director to support and optimize the use of financial aid systems, including EDE and Colleague.
- Maintain financial aid web content to ensure clear, current information for students.
- Identify and implement process improvements to enhance efficiency and effectiveness in a small-office environment.
- Assist in compiling materials for audits
- Assist in reporting for State financial aid programs (Identify recipients, reconcile payments, and file reports)
- Other duties as assigned.

Office Leadership and Support to Director

- Assist and work in partnership with the Director to coordinate workflow, prioritize tasks, and ensure continuity of operations in a two-person office.
- Exercise independent judgment in the interpretation and application of federal, state, and institutional financial aid regulations.
- Provide leadership in advancing the office's goals and objectives.
- Assist in the development of office policies and procedures.
- Assume responsibility and speak for the office in the absence of the director.
- Collaborate with College employees and persons outside the College regarding issues affecting students' receipt of aid.
- Serve on campus committees.
- Assist with Foundation scholarship processes and other departmental initiatives.

- Serve as the primary point of contact and make operational decisions in the Director's absence.
 - Provide functional guidance to support staff, including assigning work, training, and monitoring completion.
 - Collaborate with campus departments and external partners regarding student aid matters.
 - Contribute to overall office effectiveness by stepping into all functions as needed.
 - Other duties as assigned.

Student Advising & Outreach

- Advise students and families on financial aid processes, eligibility, and award decisions, applying independent judgment to complex situations.
- Assist students in resolving issues that may impact their ability to receive aid.
- Represent the office at Financial Aid Nights, orientations, and recruitment events.
- Collaborate with campus partners to support student success and retention.
- Serve as a point of contact for student and family inquiries, providing guidance on financial aid processes and directing complex issues as appropriate.
- Other duties as assigned.

What We're Looking For: Education and Experience

- Bachelor's degree in Business, Education, or a related field
- Minimum of two (2) years of professional experience requiring strong attention to detail, organization, and decision-making within established guidelines

Why You'll Love Working Here:

North Central State College is more than just a workplace—it's a community committed to student success. We offer a supportive environment, opportunities for growth, and a generous benefits package that includes:

- Competitive pay
- Medical, dental, and vision insurance with low deductibles
- Employer contributions to retirement (14% for SERS, 10.15% for ARP)
- College-paid life and long-term disability insurance
- Generous time off:
 - 160 hours vacation
 - 120 hours of sick time/year
 - 16 hours of personal time/year
 - 12 holidays + 2 additional College-paid days/year
- Free tuition at NCSC for employees, spouses, and dependents
- Tuition reimbursement for education outside NCSC
- And more!

Application Review Begins: April 8, 2026

Position open until filled
(Posted March 25, 2026)

Ready to Join Us?

Submit your resume and cover letter at:

👉 www.ncstatecollege.edu/jobs

Or send to:

North Central State College
Attn: Human Resources
2441 Kenwood Circle
Mansfield, OH 44906