



Cornell University Staff Compensation Program Generic Job Profile Summaries

Student Services Job Family: **Financial Aid Progression**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity.

GENERIC JOB PROFILE SUMMARIES

Specialty	Financial Aid Associate I INDIVIDUAL CONTRIBUTOR	Financial Aid Associate II INDIVIDUAL CONTRIBUTOR	Financial Aid Associate III INDIVIDUAL CONTRIBUTOR	Manager Financial Aid MANAGEMENT	Director Financial Aid MANAGEMENT	Senior Director Financial Aid MANAGEMENT
Financial Aid Application Processes and Eligibility	Coordinates financial information and documentation to assist in determining financial need and eligibility for the type and amount of financial assistance to be offered in accordance with established university, federal, and state policies and procedures.	Analyzes financial information to determine financial need and eligibility for the type and amount of financial assistance to be offered in accordance with established university, federal, and state policies and procedures. Performs institutional and federal need analysis and compiles aid packages, including adjustments if necessary.	May analyze financial information to determine financial need and eligibility for the type and amount of financial assistance to be offered in accordance with established university, federal, and state policies and procedures. Performs institutional and federal need analysis and compiles aid packages, including adjustments if necessary. May oversee operations of a major function within a college or school financial aid office, including coordinating offers of scholarship, grant, loan, or student employment program aid.	Oversees operations of a major function within the university Office of Financial Aid and Student Employment. Plans, directs, and coordinates offers of scholarship, grant, loan, and student employment program aid. May perform institutional and federal need analysis and compiles aid packages, including required adjustments if necessary.	Provides strategic leadership and oversight to individuals and groups in a major function or functions within the university Office of Financial Aid and Student Employment.	Provides strategic leadership, oversight, and guidance to multiple major functions within the university Office of Financial Aid and Student Employment.

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Customer Service and Communication	<p>Provide general information and guidance to students and families regarding eligibility for financial aid, student employment programs, and college financing programs, including details of applicable policies and procedures.</p> <p>May communicate financial aid offer information.</p>	<p>Advise and counsel students and families regarding eligibility for financial aid, student employment programs, college financing programs, and changes in family circumstances, including details of applicable policies and procedures.</p> <p>May communicate financial aid appeal information or decisions.</p>	<p>May advise and counsel students and families regarding eligibility for financial aid, student employment programs, and college financing programs, including details of applicable policies and procedures.</p> <p>Provide expert advice, problem solving and troubleshooting support for more complex situations or issues.</p> <p>Communicate financial aid appeal information or decisions.</p>	<p>Communicates with financial aid staff and may advise and counsel students and families regarding university, federal, and state financial aid, student employment, and college financing programs, including details of applicable policies and procedures.</p> <p>Communicates with students and families regarding complex issues.</p> <p>Disseminates information and provides guidance to division and university stakeholders, may disseminate information to external constituents.</p>	<p>Communicates with internal and external constituents and may advise and counsel students and families regarding university, federal, and state financial aid, student employment, college financing programs.</p> <p>Plans and directs dissemination of financial aid and student employment program information.</p> <p>Provides guidance to division and university stakeholders.</p>	<p>Strategically directs planning and dissemination of financial aid and student employment program information, including providing guidance to division and university stakeholders as well as external constituents.</p> <p>Communicates with financial aid staff, university stakeholders and leadership, and may communicate with students and families regarding complex issues.</p>
Outreach and External Engagement	<p>May conduct in person or online financial aid or financial wellness and success information sessions and workshops for students and families.</p>	<p>Conducts and may develop in person or online financial aid or financial wellness and success information sessions and workshops for students and families.</p>	<p>Develops and conducts in person or online financial aid or financial wellness and success information sessions and workshops for students and families.</p>	<p>May represent the university Office of Financial Aid and Student Employment internally and externally via written materials, presentations, interviews, and other engagements.</p>	<p>Represents the university Office of Financial Aid and Student Employment internally and externally via written materials, presentations, interviews, and other engagements.</p>	<p>Represents senior university financial aid leaders and college or school student aid partners in various forums, settings, or events.</p> <p>Lead development of programs and promotional events designed to increase awareness or promote the university's financial aid and student employment programs.</p>

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Collaborative Decision Making and Consensus Building	Works collaboratively with staff in offices throughout the university.	Works collaboratively with staff in offices throughout the university.	Works collaboratively with staff in offices throughout the university.	Maintain and promote collaborative work with staff in offices throughout the university.	Collaborate with a wide range of university constituencies to define needs, set priorities, and implement effective solutions/processes.	Maintains collaborative relationships with academic and administrative leaders throughout the university to define needs, set priorities, and achieve solutions for the needs of the financial aid function.
Policies, Regulations, and Internal Controls	Interprets and applies university, state and federal financial aid policies, procedures, and regulations. May assist with program compliance, reconciliation, and internal control activities.	Interprets, applies, and may recommend changes and/or identifies best practices to university, state and federal financial aid policies, procedures, and regulations. Assists with program compliance, reconciliation, and internal control activities.	Interprets, applies, and recommends changes and/or identifies best practices to university, state and federal financial aid policies, procedures, and regulations. May oversee program compliance, reconciliation, and internal control activities.	Implements and may assist in developing procedures, policies, and internal controls to ensure regulatory and fiduciary compliance and timely delivery of financial aid. Oversee program compliance, reconciliation, and internal control activities.	Develops and oversees procedures, policies, and internal controls to ensure regulatory and fiduciary compliance and timely delivery of financial aid. Plans and directs oversight of program compliance, reconciliation, and internal control activities.	Leads strategic development of and/or changes to policies, procedures, and internal controls to ensure regulatory and fiduciary compliance and timely delivery of financial aid. Advises college or school financial aid directors and other university stakeholders on university, federal, and state policies and procedures.
Program Administration	May coordinate or administer small application or intake processes in support of university financial or scholarship programs.	May coordinate or administer moderately sized or complex financial aid or scholarship application processes or programs. May Partner with internal and external constituents to appropriately allocate funds and maintain institutional reporting requirements.	Coordinates or administers a large or complex financial aid or scholarship application processes or programs. Partners with internal and external constituents to appropriately allocate funds and maintain institutional reporting requirements.	Develops, implements, and manages effective operational and business process strategies. Effectively manages partnerships with internal and external constituents to appropriately allocate funds and maintain institutional reporting requirements.	Leads development and implementation of effective strategic operational plans and business processes. Develops and effectively maintains partnerships with internal and external constituents to appropriately allocate funds and maintain institutional reporting requirements.	Strategically leads development and implementation of effective operational plans and business processes. Strategically develops and maintains partnerships with internal and external constituents to appropriately allocate funds and maintain institutional reporting requirements.

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Leadership & Supervision		May provide mentoring, coaching, and coordination of financial aid staff.	May be responsible for selecting, training, leading, and supporting the professional development of financial aid staff.	Select, train, lead, and support the professional development of financial aid staff in the accomplishment of functional area, divisional, and institutional goals.	Serve as principal operational manager for the university Office of Financial Aid and Student Employment, provide strategic direction, resource management, staff management, project coordination, facilitation, and prioritization.	Serve as principal lead of the financial aid and student employment function for Cornell University and provide strategic guidance and directional efforts for the entire organization including central and college financial aid and student employment staff.
Budget			May assist with development and management of budgets and operational forecasts.	May assist with development and management of budgets and operational forecasts and may manage a portion of a unit operating budget.	Assists with development of budgets and operational forecasts and plan or direct allocations of unit operating budgets.	Strategically plans and oversees allocation and distribution of unit operating budgets. Identifies opportunities for cost containment and ensuring compliance with policies.

JOB FACTOR PROFILE TABLE

FACTOR PROFILE	11337 FINANCIAL AID ASSOCIATE I, BAND E NEX	11325 FINANCIAL AID ASSOCIATE II, BAND F	11326 FINANCIAL AID ASSOCIATE III, BAND G	11651 MANAGER FINANCIAL AID, BAND G	11328 DIRECTOR FINANCIAL AID, BAND H	11329 SENIOR DIRECTOR FINANCIAL AID, BAND I
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	Associate’s degree and 4 to 6 years relevant experience or equivalent combination	Bachelor’s degree and 2 to 4 years relevant experience or equivalent combination	Bachelor’s degree and 3 to 5 years relevant experience or equivalent combination	Bachelor’s degree and 5 to 7 years relevant experience or equivalent combination	Master’s degree and 5 to 7 years relevant experience or equivalent combination	Master’s degree and 7 to 10 years relevant experience or equivalent combination
IMPACT	Moderate impact	Moderate impact	Substantial impact	Substantial impact	Substantial impact	Substantial impact
CONTACTS - INSIDE	Assist others Cooperation of task completion	Provide guidance Coordinate activities	Provide guidance Coordinate activities	Provide guidance Coordinate activities	Persuade others to take particular course of action Coordinate major activities	Persuade others to take particular course of action Coordinate major activities
CONTACTS - OUTSIDE	Provide information that exists within pre-established documents and or programs	Provide/receive guidance, advice or information that must be analyzed and developed by the position	Provide/receive guidance, advice or information that must be analyzed and developed by the position	Develop and make presentations and negotiate with others	Develop and make presentations and negotiate with others	Develop and make presentations and negotiate with others
CONTACTS - STUDENTS	Frequent contact dealing with confidential matters	Frequent contact dealing with confidential matters	Frequent contact dealing with confidential matters	Frequent contact dealing with highly sensitive matters	Frequent contact dealing with highly sensitive matters	Frequent contact dealing with highly sensitive matters
SUPERVISION	On-the-job training, guidance, advice and advise other employees.	Day-to-day supervisory direction to employees within the department	Day-to-day supervisory direction to employees within the department	Day-to-day supervisory direction to employees within the department	Provide supervisory direction to other supervisors	Supervisory direction to other managers

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COMPLEXITY	Occasionally adapt, combine or make improvements in an existing service, product, process or program. Work requires logic and common sense	Frequently adapt, combine or make improvements to services, products, processes or programs. Work requires of reasoning skills and judgment	Occasionally required to develop new, imaginative or innovative solutions, services, products, processes or programs. Work requires sophisticated reasoning skills	Occasionally required to develop new, imaginative or innovative solutions, services, products, processes or programs. Work requires sophisticated reasoning skills	Continually required to develop new, imaginative or innovative solutions, services, products, process or programs. Work requires conceptual and imaginative thinking in a highly complex and uncharted environment	Continually required to develop new, imaginative or innovative solutions, services, products, process or programs. Work requires conceptual and imaginative thinking in a highly complex and uncharted environment
LEVEL OF DECISION MAKING	Responsible for making decisions within prescribed limits and/or providing input to others for decision-making	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning or students	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning or students	Responsible for making decisions concerning policy-setting, research, planning or students	Responsible for making decisions concerning policy-setting, research, planning or students	Responsible for making decisions concerning policy-setting, research, planning or students
FREEDOM OF ACTION	General supervision Some interpretation of established policies and procedures required	General supervision Some interpretation of established policies and procedures required	Very general supervision Interpretation of work policies and procedures, and, at times deviation from standard work practice	Very general supervision Interpretation of work policies and procedures, and, at times deviation from standard work practice	Little direct supervision Considerable latitude for exercising judgment and self direction	Little direct supervision Considerable latitude for exercising judgment and self direction
EFFECT OF DECISION MAKING	Directly affects a functional area Minimal effect on students and employees	Directly affects multiple functional areas Limited effect on students and employees	Directly affects several departments within a college, school or administrative unit Significant effect on students and employees	Directly affects several departments within a college, school or administrative unit Significant effect on students and employees	Directly affects several departments within a college, school or administrative unit Significant effect on students and employees	Directly affects entire college or school administrative unit Critical effect on students or employees
WORKING CONDITIONS	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/ equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/ equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/ equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/ equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/ equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/ equipment. Safety gear may sometimes be required