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ALERT

Effective January 25, 2024, Executive Order #627 cements the Commonwealth's well-established practice of skills-based hiring, paving the way to a more equitable hiring process. The Commonwealth is committed to ensuring a diverse and inclusive workplace where all employees feel respected, valued, and empowered to serve our citizens. Join us today!

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Job Description

Assistant Director, Office of Student Financial Assistance (OSFA) - (240006GR) Description

The Education Secretariat is committed to equity and valuing the unique and diverse characteristics and experiences of every member of its workforce. We encourage an authentic workplace where colleagues show up as their full selves, where collaboration, innovation, and connections are key to realizing our mission that all children, youth, and families thrive socially, academically, and economically. We seek teammates who are committed to promoting a diverse and inclusive work environment where everyone is valued and engaged. We encourage you to apply and identify your strengths in these areas.

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Position Overview:

The Department of Higher Education (DHE) is the statutorily created agency in Massachusetts responsible for defining the mission of and coordinating the Commonwealth's public system of higher education and its institutions. The Office of Student Financial Assistance (OSFA) is a division of the DHE primarily responsible for the management and oversight of all state-funded financial aid programs. OSFA's mission is to promote and enhance access to higher education through the delivery of quality student financial aid resources, information, and services to residents of the Commonwealth, ensuring that they have an opportunity to enrich their lives and contribute to the economic development and social progress of the state.

The DHE is seeking equity-minded applicants who value the full diversity of Massachusetts students and who share a sensitivity to and understanding of the academic, socio-economic, cultural, and ethnic backgrounds of the populations served. Within the Office of Student Financial Assistance (OSFA), the Assistant Director is responsible for coordinating daily activities for certain financial aid programs and for assisting with the implementation of special projects and initiatives, including conducting research that will inform policy and program development. The Assistant Director will support the administration of other statewide financial aid programs through the daily processing and reconciliation efforts. The Assistant Director will also work with other senior staff in the office to implement measures that further enhance Massachusetts students' overall higher education journey and their participation in state aid, with a very focused alignment with the DHE's Equity Agenda.

Essential Job Functions

- Perform administrative tasks related to the student eligibility process for the MASSGrant program
- Assist with the administration of the Herter Scholarship application and selection processes, to include data entry, follow-up communication with institutions and applicants, processing incoming/outgoing correspondence to stakeholders and coordination of the Herter Scholarship Alumni program
- Assist with the day-to-day processing and response to general email; annual data reporting and queries and requests from stakeholders, as required
- Assist Senior Associate Commissioner in the management and maintenance of all OSFA's financial aid delivery systems. Such responsibilities include, but are not limited

to testing, tracking of releases and fixes, participating in meetings with software vendors and EOE IT staff, as appropriate-

- Coordinating the processing of the John and Abigail Adams Scholarship program, by working with institutions, EOE IT, software vendor and the Massachusetts Department of Elementary and Secondary Education
- Participate in the research and related tasks to facilitate the work of the OSFA leadership team with strategic planning, policy development and implementation of initiatives designed to promote equity and enhance student success
- Support the staff in other endeavors, such as making and tracking annual updates to web-based communications, contribute to statewide training workshops and other office-wide efforts, and serve as liaison to the Massachusetts financial aid community to ensure OSFA's ability to maintain an environment that promotes integrity and quality in the delivery of its services

Non-essential Job Functions

- Other duties as assigned

Qualifications

Minimum Entrance Requirements

- A minimum of three years of experience in higher education, administration, such as student financial aid program management being preferred, policy development, or experience in a related student services environment
- Experience with data entry, conducting research, data analysis, and program evaluation
- Knowledge and understanding of higher education policies and issues that impact academic preparedness, access, student retention, and college completion
- Proven written and oral communication skills, with an ability to make effective presentations
- Commitment to racial equity and social justice, which informs the approach to work conducted at the Department of Higher Education

Required Qualifications/Other Skills/Abilities

The successful candidate must possess the following:

- Experience with financial aid processing systems, Title IV regulations, and financial aid programs management at the state, federal, or

institutional level preferred, with direct knowledge of financial aid policy

- Demonstrated ability to collaborate with a diverse range of internal and external constituents and foster a positive working relationship to achieve desired outcomes
- An ability to plan, organize, and efficiently coordinate daily tasks and meet deadlines
- An ability to work effectively within a team environment, interacting with co-workers in a positive and cooperative manner
- Proficiency in all Microsoft Office applications and a command of technology (i.e., internet and appropriate tools to conduct research and assist with data analysis and program evaluation
- Strong organizational skills and an ability to work well in a team environment and independently
- Excellent interpersonal and customer service skills with the ability to communicate effectively and positively with a diverse population, written and verbally
- Is results-oriented and assumes responsibility and accountability for own work; responds appropriately to internal and external requests for assistance; demonstrates initiative, flexibility, and an ability to engage in multiple tasks, as assigned successfully

Comprehensive Benefits

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The Commonwealth is an Equal Opportunity Employer and does not discriminate based on race, religion, color, sex, gender identity or expression, sexual orientation, age, disability, national origin, veteran status, or any other basis covered by appropriate law. Research suggests that qualified women, Black, Indigenous, and Persons of Color (BIPOC), may self-select out of opportunities if they don't meet 100% of the job requirements. We encourage individuals who believe they have the skills to thrive to apply for this role.

Official Title: Assistant Director BHE

Primary Location: United States-Massachusetts-Everett- 135 Santilli Highway

Job: Education

Agency: Department of Higher Education

Schedule: Full-time

Shift: Day

Job Posting: Jul 9, 2024, 7:44:01 AM

Number of Openings: 1

Salary: 85,000.00 - 90,000.00 Yearly

If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA

Coordinator: Faruque, Ferdousi - 7813386108

Bargaining Unit: NUP-Non-Unit Professionals (HiEd)

Confidential: No

Potentially Eligible for a Hybrid Work

Schedule: Yes

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