



## Office of Scholarships and Financial Aid

### Assistant Director, Client Services

#### Job Summary:

- Provides direction and leadership to members of the Client Services staff. Coordinates initial training to new Client Services staff, and other areas of campus as requested.
- Establishes and coordinates policies and procedures that comply with Federal regulations. Monitors regulatory changes affecting documentation requirements for students.
- Manages the Automated Call Distribution System to ensure a high level of quality customer service.
- Supervises the Athletic Award program to ensure compliance with both Federal and NCAA guidelines. Supervises Study Abroad, Consortium, and Dual Enrollment programs, to ensure compliance with Federal regulations and Institutional policies.
- Counsels student aid applicants and parents regarding eligibility for assistance, the application process, and related concerns.
- Represents OSU at Outreach and Recruitment events.

#### Qualifications:

##### Required:

- Bachelor's Degree
- 3 years related work experience.

##### Preferred:

- Prefer Master's in College Student Personnel or Educational Administration
- Working with integrative student information system, preferably Banner.
- Previous counseling, student personnel experience, and some degree of Financial Management experience helpful. This knowledge will help you understand the role of the office as the custodian of Federal Funds, and in preparation to assist students and families manage their resources.

#### Application Procedure:

- Qualified applicants please apply online at <http://hr.okstate.edu/employment-opportunities>
- Contact Human Resources Staff for assistance at (405) 744-2909, email [osu-hr@okstate.edu](mailto:osu-hr@okstate.edu).
- Attach Resume, Cover Letter, and a List of Professional References.
- Position open until filled.

Oklahoma State University is an Affirmative Action/Equal Opportunity/E-verify employer committed to diversity and all qualified applicants will receive consideration for employment and will not be discriminated against based on age, race, color, religion, sex, sexual orientation, genetic information, gender identity, national origin, disability, protected veteran status, or other protected category. OSU is a VEVRAA Federal Contractor and desires priority referrals of protected veterans for its openings. OSU will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information.