



POSITION ANNOUNCEMENT

Associate Director of Financial Aid (Full-Time)

The Milwaukee Institute of Art & Design (MIAD) seeks an Associate Director of Financial Aid. Depending on experience, the selected candidate will be appointed as either Assistant Director or Associate Director of Financial Aid. The Associate Director of Financial Aid manages multiple financial aid programs, assists with the review and development of policies and procedures to ensure compliance with federal, state, and institutional requirements, and provides compassionate, student-centered service and expert guidance to financial aid applicants and their families throughout the financial aid application process; determines eligibility within the parameters of institutional, state, and federal regulations.

This is a full-time, on-campus position based at MIAD's campus in Milwaukee's Historic Third Ward.

Responsibilities include, but are not limited to:

1. Exercise independent judgment in the management of operational details of the financial aid process including but not limited to:
 - a. Review incoming financial aid applications and any supporting documentation needed to determine the accuracy of the financial and household information reported on the Free Application for Federal Student Aid (FAFSA). This requires knowledge of not only federal financial aid regulations but Internal Revenue Service (IRS) tax laws and how they relate to federal financial aid.
 - b. Complete assigned duties with a high degree of accuracy and strict attention to details to ensure compliance with federal and state regulations and institutional policy and procedures.
 - c. Daily manage and reprioritize responsibilities while experiencing interruptions.
2. Provide financial aid counseling to students and their families in person, virtually, on the phone, and in writing on all aspects related to financial aid applications and processes, student eligibility, financial aid awards, and financial planning for educational expenses.
3. Manage the student financial aid awarding of all funds, both creating and renewing financial aid packages.
4. Assume responsibility for select institutional funding sources, including monthly reconciliations.
5. Assist the Veterans Affairs (VA) certifying official with the administration of veterans' education benefits.
6. Provide exit counseling information to students who are graduating, withdrawing, or dropping below half-time enrollment.
7. Assist with updating and posting Satisfactory Academic Progress (SAP) results each semester.
8. Assist with preparation for annual audit(s).
9. Represent the Financial Aid Office by serving on various campus committees.
10. Maintain comprehensive knowledge of federal, state, and institutional regulations, policies, and procedures.
11. Provide leadership, guidance, and support to department and collaborate with Director of Financial Aid on key policy and procedural decisions.

12. Collaborate with Admissions, Academic Advising, Dean of Students office, Business Office, Registrar and other student services areas to resolve students' issues.
13. Ensure the confidentiality of student information in full compliance with FERPA regulations and institutional policies.
14. Participate in prospective and new student events, as required.
15. Actively participate in professional development and training opportunities.
16. Effectively manage assigned duties using a variety of technological resources and promoting a student-oriented financial aid office.
17. Support a respectful, professional environment where all individuals are treated fairly and courteously.
18. Perform other duties as assigned by the Director of Financial Aid in support of the Financial Aid office and our students.

Required Qualifications and Experience:

- Bachelor's degree required.
- 3+ years of successful financial aid experience.
- Demonstrated knowledge of federal, state, and institutional financial aid programs and regulations.
- Experience with federal systems used to determine student eligibility, including EdConnect; National Student Loan Data System (NSLDS); Common Origination and Disbursement (COD); FAFSA Processing System (FPS).
- Experience with PowerFAIDS and Jenzabar is preferred.

Skills, Knowledge and Abilities:

- Strong customer service orientation.
- Excellent interpersonal skills, including the ability to interact effectively with a wide range of individuals and personalities.
- Ability to work both independently and collaboratively.
- High degree of accuracy and attention to detail in all tasks and communications.
- Strong organizational and time management skills, especially in a high-volume, deadline-driven environment.
- Capacity to learn and adapt to new technologies and software systems.
- Must have the ability to regularly work on-site.
- Ability to work respectfully with individuals from various backgrounds and lived experiences.
- A relocation stipend may be considered for candidates relocating to the metro-Milwaukee area or Wisconsin by Summer 2026.

Application Process and Deadline:

Qualified applicants should submit the following information in **one (1) pdf** document via email to: **financialaidsearch_group@miad.edu** with the subject line: Financial Aid – Last name, First Name

- ✓ A letter of interest/cover letter
- ✓ A resume
- ✓ Three (3) professional reference names and contact information.

Initial review of applications will begin November 17, 2025 and will continue until the position is filled.

MIAD offers an attractive benefits package, including health, vision, and dental insurance.

All final candidates must successfully complete reference and background checks. Only pending charges or convictions that are substantially related to the position being considered will be taken into account during the employment decision-making process. Conviction records that are not substantially related to the position or to campus safety will not be considered in hiring decisions.

About MIAD: For over 50 years, the **Milwaukee Institute of Art & Design (MIAD)** has provided a transformative creative education, igniting curiosity through art, design, and service. As Wisconsin's leading private, nonprofit art and design college, MIAD prepares students for diverse, fulfilling, and financially rewarding careers through innovative, entrepreneurial thinking in a student-focused community.

Today, MIAD enrolls over 800 students annually in its nationally ranked BFA programs, including Communication Design, Illustration, Animation Track (Illustration), Product Design, Fashion and Apparel Design, Fine Art + New Studio Practice, and Interior Architecture and Design. Student enrollment has grown 40% in the past decade, with a strong emphasis on innovation, empathy, and community engagement.

Beyond the classroom, MIAD fosters cultural experiences and community impact through robust youth programs, nonprofit partnerships, and corporate collaborations, strengthening Milwaukee's creative economy.

Looking forward, MIAD remains a dynamic educational and creative force, addressing broad societal needs through action, intention, and expression.

MIAD is committed to a teaching, learning, and working environment free from all forms of discrimination and harassment. The college prohibits students, employees, contractors, volunteers, and visitors from engaging in discrimination and harassment based on any individual's age, race, creed, color, disability, marital status, sex, national origin, ancestry, sexual orientation, gender identity, gender expression, genetic information, religion, arrest record, conviction record, military service, veteran status, use or nonuse of lawful products off MIAD premises during nonworking hours, and any other legally protected characteristic. This prohibition applies to all of MIAD's educational programs and activities—including admissions—as well as all employment actions, including but not limited to recruiting, hiring, promotion, demotion, compensation, and benefits.