Roosevelt University
Assistant Vice President of Financial Aid Services
Chicago, IL

Roosevelt University invites inquiries, nominations, and applications for the position of Assistant Vice President of Financial Aid Services (AVP). Located in metropolitan Chicago, Roosevelt is a private, nonsectarian community of educators, scholars, and learners committed to academic, creative, and service excellence who value differences in personal experiences and perspectives. With a mission and culture stemming from the University's commitment to social justice, Roosevelt seeks and serves a diverse, promising student body from Chicago and around the world.

The Assistant Vice President of Financial Aid Services provides leadership and operational direction for Roosevelt University's Financial Aid Services department. Reporting to the Senior Associate Vice President of Enrollment Management, the AVP serves as the University's senior financial aid administrator and is responsible for the compliant, accurate, timely, and student-centered administration of federal, state, institutional, and private financial aid programs.

The AVP leads through three functional areas— Financial Aid Counseling, Operations, and Systems and Reporting—and establishes clear expectations, accountability, service standards, and coordination across the department. The AVP advises the Senior Associate Vice President on regulatory developments, operational performance, compliance risk, and emerging issues.

This role offers an opportunity to provide senior leadership for Financial Aid Services at an institution committed to student access, service excellence, compliance, and continuous improvement. The AVP will lead and develop a collaborative, student-centered operation focused on strengthening regulatory compliance, operational effectiveness, systems and reporting, and the overall student experience while fostering accountability, innovation, and strong partnerships across the University.

Essential Duties and Responsibilities

The essential duties and responsibilities for the Assistant Vice President of Financial Aid Services are as follows:

Leadership and Department Oversight

- Provide executive leadership for Financial Aid Services, including Counseling, Operations, and Systems and Reporting.
- Establish departmental priorities and ensure effective coordination, communication, and shared accountability across functional areas.
- Assess staffing, workload, and resource allocation to ensure appropriate capacity, coverage, and alignment with departmental priorities.
- Lead and develop a high-performing team on multiple campuses by fostering accountability, collaboration, professional growth, innovation, and a strong commitment to student-centered service.
- Represent Financial Aid Services on University committees and cross-functional initiatives.
- Advise the Senior Associate Vice President on performance, risk, resource needs, and emerging issues.

Compliance, Audit, and Risk Management

- Serve as the University's senior Financial Aid Services authority for federal, state, institutional, and other applicable requirements.
- Lead preparation for and response to audits, program reviews, regulatory reviews, findings, and corrective-action activities.
- Maintain department-wide policies, procedures, internal controls, quality-assurance practices, and documentation.
- Direct implementation of regulatory changes and identify, communicate, and resolve significant compliance and operational risks.

Financial Aid Operations and Aid Delivery

- Oversee accurate and timely administration of federal, state, institutional, private, scholarship, third-party, and other aid programs.
- Ensure effective processes for eligibility determination, verification, awarding, packaging, disbursement, reconciliation, and related activities.
- Establish operational calendars, processing cycles, quality controls, and accountability for regulatory deadlines.
- Lead continuous process improvement efforts to streamline workflows, reduce manual processes, strengthen controls, improve accuracy, and enhance the student and staff experience.
- Monitor performance and lead improvements that strengthen accuracy, efficiency, compliance, coordination, and student service.

Systems, Reporting, and Technology

- Provide executive oversight for Banner Financial Aid and related systems, reporting, data integrity, automation, and technology.
- Integrate the use of AI and emerging technologies to improve efficiency, enhance service delivery, and strengthen operational effectiveness while maintaining appropriate compliance and oversight.

- Promote effective use of technology and data to reimagine and simplify processes, strengthen controls, improve efficiency, and enhance student experience.

Financial Aid Counseling and Student Experience

- Establish expectations for accurate, responsive, and student-centered financial aid counseling and service.
- Oversee specialized counseling areas, including NCAA athletics, state programs, special circumstances, Admissions liaison activities, work study, and assigned populations.
- Ensure consistent interpretation and communication of requirements, eligibility decisions, deadlines, and student responsibilities.
- Develop and implement financial literacy and outreach programs to educate students and families on financial aid options and responsible borrowing and repayment.
- Resolve complex student financial aid issues while providing excellent customer service.

Collaboration and Communication

- Collaborate and communicate with others in enrollment management, including the registrar, admissions, and student success teams, to enhance recruitment, retention, and graduation rates.
- Cultivate and maintain strong relationships internally with campus colleagues, as well as externally with educational partners, to enhance the office's visibility, educate on financial aid policy, strengthen processes through the effective and efficient use of technology, and support the university's financial aid objectives and reputation.
- Partner with Advancement to effectively utilize and operationalize donor-supported scholarships to improve the timely processing of awards.
- Collaborate with marketing and communication to build and deliver an intentional financial aid outreach strategy that ensures personalized and timely student communication.

Qualifications, Skills and Characteristics

Roosevelt University is seeking experienced candidates with eight or more years of progressively responsible financial aid experience, including significant leadership or management responsibility. The successful candidate will be required to have earned a bachelor's degree; an advanced degree from a regionally accredited institution is preferred. In addition, the successful candidate will possess the following:

- Experience with Ellucian Banner Financial Aid, technology, automation, reporting, and significant process improvement.
- Progressive and innovative mindset in the use of technology.
- Comprehensive knowledge of Title IV programs, federal student aid processing, state requirements, and institutional aid administration.

- Demonstrated experience with compliance, audits, program reviews, internal controls, regulatory reporting, complex operations, and financial aid systems.
- Ability to translate complex regulations into effective policies, procedures, systems, communications, and operating practices.
- Demonstrated success leading teams, developing staff, managing change, and collaborating across organizational boundaries.
- Strong analytical, organizational, communication, judgment, and problem-solving skills; commitment to ethical administration, confidentiality, and student-centered service.
- Senior-level financial aid leadership experience in a comprehensive university environment.
- Experience with auditors, federal or state program reviewers, regulatory agencies, and professional financial aid organizations.
- Creative and effective use of resources, including the division's technology, processes, budget, and personnel.

Roosevelt University

Roosevelt serves a diverse student body of more than 4,500 students on campuses in downtown Chicago and in suburban Schaumburg, and it offers 128 undergraduate and graduate programs. While 80% of Roosevelt students come from the Chicago area, the University enrolls students from 46 states and 69 countries. Approximately 55% of Roosevelt students are the first in their family to attend college. More than 560 faculty and 358 academic, administrative and support staff provide a learning environment for students that is focused on helping them grow and achieve their educational and life goals.

Mission

Reflecting the ideals of its founders in 1945, Roosevelt University is a private, nonsectarian community of educators, scholars, and learners committed to academic, creative, and service excellence who value differences in personal experiences and perspectives; ask the difficult questions; and promote mutual understanding, inclusion, social consciousness, and action toward social justice. Recognizing that difference broadens perspectives, Roosevelt University seeks and serves a diverse, promising student body from metropolitan Chicago and around the world.

The hallmarks of the Roosevelt University experience are strong student-faculty interaction and engagement with metropolitan Chicago as both a laboratory for learning and as an expression of its commitment to social justice. The experience is created through the efforts of a strong faculty dedicated to excellence in teaching, research, and creative activity and a staff equally focused on helping students grow and achieve their educational and life goals.

Roosevelt is a metropolitan university that is an active partner in the social, economic, and cultural development of the communities it serves. It offers a broad array of academic programs, from associate degrees to doctoral degrees, in a highly

interactive environment where students can explore, discover, and develop their unique abilities and interests.

Vision

Roosevelt University prepares students to become socially conscious citizens who are leaders in their professions and their communities. Roosevelt University is nationally recognized as a catalyst for students from all walks of life to receive transformational learning experiences.

Social Justice in Action

Roosevelt University's culture and mission stem from the commitment to social justice on which the University was founded. Over the years, Roosevelt University has fortified its dedication to its democratic ideals through learning that transcends the classroom.

Roosevelt's institutional culture and mission stem from the commitment to diversity, inclusion, and access on which the University was founded. The University has championed social and racial justice since its beginnings and continues in this spirit today. Its view of justice is based in a belief that fairness, honesty, integrity, equity, and critical agency should resonate throughout every institution within a civil society. Over the years, Roosevelt University has fortified this singular dedication to democratic ideals through teaching, research, community partnerships, advocacy, and public outreach--the kind of learning that transcends the classroom. By reinforcing the importance of learning and progressive action on behalf of fairness and equity to its students and to the greater community, the University plays a significant role in shaping the world's next generation of socially conscious and ethical citizens and leaders.

Leadership & Governance

In March 2026, Roosevelt University announced that President Ali Malekzadeh will retire following the conclusion of his contract in June 2027. President Malekzadeh has served as President for 12 years and is credited with visionary leadership and a deep commitment to the University's founding mission.

Strategic Planning

RU30 is a new, bold strategic plan for Roosevelt University, aiming to solidify Roosevelt's position as a leading educational institution by prioritizing student success and academic discovery, fostering a vibrant community of learners, and serving as a leader in building a diverse workforce locally and nationally, all while embracing innovation and adapting to the evolving needs of the 21st century student.

Academic programs

Roosevelt University is made up of four colleges, each focusing on a unique educational landscape.

Chicago College of Performing Arts: Comprising three conservatories: Music, Theatre, and Interdisciplinary, CCPA trains world-class musicians, theatre professionals, innovative thinkers, scholars, entrepreneurs, and socially conscious artists in the heart of one of the country's most creatively accomplished cities.

College of Humanities, Education, and Social Sciences: CHESS serves as the foundation for Roosevelt's liberal arts education. Featuring more than 60 majors and minors, the University's founding principles of social justice inform the work we do in CHESS, as a caring community of educators dedicated to finding socially conscious ways of rising to 21st-century challenges.

College of Science, Health and Pharmacy: The College of Science, Health and Pharmacy (CSHP) undergraduate programs combine challenging courses with hands-on experiences to offer comprehensive natural science, computer science, mathematics, nursing, and health training. Graduate programs include Master of Arts (MA) and Master of Science (MS) degrees. The Doctor of Pharmacy (PharmD) program offers an accelerated, three-year curriculum that prepares graduates for a broad range of pharmacy practice settings. Future research scientists, computer and data science and cybersecurity professionals, IT specialists, health care professionals, and clinical mental health and school counselors learn the skills and find the support they need through CSHP's dedicated faculty and staff who deliver rigorous programs in state-of-the-art facilities, and connect students with research, internship, and clinical opportunities.

Heller College of Business: The Walter E. Heller College of Business at Roosevelt offers comprehensive business education to prepare students for leadership in the modern global economy. Degree programs in the Heller College of Business deliver foundational theory and skills-based applications for today's dynamic corporate environment, while also focusing on professional ethics and the importance of corporate social responsibility.

Student Life

Roosevelt students can deepen their college experience by diving into campus life. With over 50 vibrant student organizations, it's easy to build connections, spark lifelong friendships and step up as leaders. The university also offers NCAA Division II athletics, boasting 600 student athletes across 24 varsity sports, with 18 competing in the Great Lakes Intercollegiate Athletics Conference (GLIAC). Roosevelt traditions celebrate pride, resilience and belonging. Some traditions include: Welcome Week, Happy Pi Day, On Thursdays We Wear Green, The Torch, Fala, Convocation, Finals Fest, Late Night Finals Breakfast, Holiday Brunch, Diwali Celebration, "White Out" Games, Basketball Tip Off Celebration, Roller Rink Party, the Melanin Ball and Pack the Bus.

Affordability

Roosevelt has lower tuition and generous financial aid options, and prides itself on being an affordable option and one of the best values in higher education. Demonstrating its commitment to access and affordability, the institution created the Roosevelt Pledge, offering Illinois residents with a family income under $50,000 the opportunity to pursue a bachelor's degree tuition-free. Roosevelt University believes that finances should never stand in the way of student dreams.

Chicago, Illinois

Chicago is the third largest city in the United States and home to 77 major neighborhoods, each of them diverse and vibrant in their own way. Its beautiful lakefront skyline is the backdrop to a lively mix of fine food, vibrant arts, and rich history. Chicago is easy to navigate by car and is accessible with public transportation options such as the Metra, bus or 'L.' Traveling beyond the city to anywhere in the country or world from Chicago is convenient too with O'Hare and Midway international airports, as well as Amtrak, Greyhound and Megabus.

Roosevelt's students enjoy Chicago's exceptional cultural and economic resources. In addition to providing an unparalleled setting for educational opportunities, Chicago is also one of the most prestigious cities in the world in terms of recreation and entertainment, as well as a thriving economy, impressive architecture, notable politicians, and groundbreaking music.

Roosevelt students take can advantage of academic opportunities on one of the following campuses:

Roosevelt University's Chicago campus is in the heart of downtown, providing access to one of the greatest cities in the world. The downtown campus is uniquely connected to the city and provides opportunities for service-based learning and immersion in the social justice mission. Just steps from Roosevelt's downtown campus, students have access to the Magnificent Mile, Museum Campus, Grant Park, The Bean, Art Institute and more.

Roosevelt University Schaumburg offers flexible hands-on learning opportunities in business, health, and the sciences. Roosevelt University Schaumburg serves learners at a variety of stages of life and focuses on workforce readiness.

More information about Roosevelt University can be found at www.roosevelt.edu.

Compensation

Roosevelt offers a competitive compensation package and a salary commensurate with qualifications and experience. The range identified for this role is $115,000-$125,000. In this important leadership position, the successful candidate will be expected to be on campus a minimum of three days per week. Offers of employment will be conditional upon satisfactory results of a background check.

To Apply

NES, a national executive search firm specializing in higher education, is assisting Roosevelt University with this search for an Assistant Vice President of Financial Aid Services. If you wish to have a confidential conversation about this opportunity or submit nominations, please contact: Drew Nichols (drew.nichols@nessearches.com) or Laura Robinson (laura.robinson@nessearches.com). To apply, please send the following items: 1) a resume, 2) a detailed letter of interest, and 3) contact information for five professional references by email to: roosevelt@nessearches.com. For best consideration, all application materials should be submitted electronically by December 29, 2026. All inquiries, nominations, and applications will be handled with the utmost confidentiality, and candidates will be notified before references are contacted. The AVP's anticipated start date is Winter 2027.

Roosevelt University is an Equal Opportunity Employer and welcomes women, LGBTQ, disabled, veterans, international and minority-classified individuals as applicants for all positions.