



DR. STEVEN GENTILE
Executive Director

BILL LEE
Governor

STATE OF TENNESSEE
HIGHER EDUCATION COMMISSION
STUDENT ASSISTANCE CORPORATION
312 ROSA L. PARKS AVENUE, 9TH FLOOR
NASHVILLE, TENNESSEE 37243
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SENIOR DIRECTOR OF TENNESSEE EDUCATION LOTTERY SCHOLARSHIP PROGRAMS

Job Summary and Responsibilities

The Senior Director of Tennessee Education Lottery Scholarship (TELS) Programs is a member of the Grants & Scholarships Division of the Tennessee Student Assistance Corporation (TSAC) and reports to the Senior Director of Grant & Scholarship Programs. The position leads a group of program administrators who manage 13 financial aid programs with annual expenditures of \$450 million.

The Director's primary duties include:

- Supervise the administration of the following programs:
 - HOPE
 - HOPE w/ GAMS
 - HOPE w/ Aspire
 - Wilder-Naifeh Technical Skills Grant
 - Dual Enrollment Grant
 - HOPE Foster Child Tuition Grant
 - HOPE Scholarship for Nontraditional Students
 - Helping Heroes Grant
 - STEP UP Scholarship
 - Middle College Scholarship
 - Tennessee Student Assistance Award
 - Graduate Nursing Loan Forgiveness Program
 - Tennessee Future Teacher Scholarship
- Maintain up-to-date and expert knowledge of all state laws, rules, and policies pertaining to state grant and scholarship programs and relevant federal programs.
- Manage the reconciliation process for all lottery-funded programs on an annual basis.
- Maintain a detailed and working knowledge of the FAST system to ensure its proper function, alignment with financial aid program requirements, and responsiveness to user needs.

- Coordinate with agency system developers to identify improvements and complete user testing for those improvements to enhance the system.
 - Develop, organize, and provide FAST training to internal and external users.
- Lead TSAC Appeals Panel meetings to make informed decisions for students who appeal loss of state financial aid eligibility.
- Compile TELS program data and reports for board meetings and on an as-needed basis.
- Work with other TSAC senior leadership in the development of relevant statutes, program rules, and agency policies and procedures.
- Coordinate with the state's division of Strategic Technology Solutions when data breaches occur at any state-aid-eligible institution to determine the severity of the breach and timeline for restoration of data services.
- Work with other TSAC directors to develop and conduct financial aid training programs statewide for postsecondary staff.
- Regularly provide assistance to students, parents, and postsecondary staff who contact TSAC with questions.
- Supervise and evaluate the performance of state aid program managers, specialists, and analysts.

Candidates must have a bachelor's degree with at least 10 years of experience in administration of Tennessee financial aid programs. Education may be substituted for experience at management's discretion. In addition, the following qualifications are preferred:

- Managerial experience in a state government or higher education setting
- Strong oral and written communication skills
- Ability to work with a wide variety of financial aid stakeholders
- Proficiency in Microsoft Office (Word, Excel, and PowerPoint)
- Attention to detail, excellent customer service skills, and be a team player

Salary will be commensurate with experience. In-person attendance at THEC/TSAC offices or other locations, as determined by agency leadership, may be required. Candidates may be required to regularly travel to Nashville at the employee's expense.

Please email a cover letter, resume, contact information for three references, and salary expectation to the following:

David Heithcock, HR Director
THEC/TSAC
312 Rosa L. Parks Avenue, 9th Floor
Nashville, TN 37243
thec.hr@tn.gov