



Senior Administrative Assistant Financial Aid

FA/5

JOB SUMMARY

This position is responsible for coordinating the administrative functions of the Financial Aid Office.

MAJOR DUTIES

- Answers telephone and greets students and other visitors; provides information and assistance; schedules appointments; transmits policy and administrative decisions; refers to appropriate personnel.
- Updates student information in the financial aid computer system.
- Reviews financial aid documents to determine accuracy.
- Gathers information and prepares reports, questionnaires and other documents.
- Maintains varied administrative, fiscal and academic records.
- Serves on college committees and assists with projects as assigned.
- Assists in preparing the academic calendar.
- Performs related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of modern office practices and procedures.
- Knowledge of college and departmental policies and procedures.
- Knowledge of business English, spelling, punctuation and arithmetic.
- Knowledge of computers and job-related software programs.
- Skill in prioritizing and organizing work.
- Skill in the management of files and records.
- Skill in the use of such office equipment as a computer, scanner, fax machine, and copier.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Director of Financial Aid assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include the Family Educational Rights and Privacy Act, Board of Regents policies, federal and state financial aid regulations, and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related administrative duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to provide administrative support for office operations. Successful performance helps ensure the efficiency of those operations.

CONTACTS

- Contacts are typically with co-workers, other college employees, students, and members of the general public.
- Contacts are typically to give or exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing or stooping. The employee occasionally lifts light and heavy objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position may supervise the work of assigned student workers.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with one to three years experience or service.