



Financial Aid Assistant

Financial Aid

FA/6

JOB SUMMARY

This position performs clerical and customer service duties in support of Financial Aid Office operations.

MAJOR DUTIES

- Answers telephone and greets visitors; provides information and assistance.
- Assists students and parents with information related to financial aid policies and procedures.
- Processes Unusual Enrollment History reviews.
- Serves on assigned college committees.
- Enters student information into the financial aid computer system.
- Prepares a variety of correspondence.
- Maintains the Satisfactory Academic Progress pending appeals list.
- Maintains office supply inventory; reorders as needed.
- 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 computers and job-related software programs.
- Skill in prioritizing and organizing work.
- 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 college 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 clerical and customer service duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to provide clerical and customer service support for department operations. Successful performance helps ensure the efficiency of department operations.

CONTACTS

- Contacts are typically with co-workers, other college employees, students, potential students, parents, 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 intermittently sitting, standing, stooping, walking, bending or crouching. The employee occasionally lifts light objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.