

FINANCIAL AID ASSISTANT

DEFINITION

Performs a variety of clerical duties requiring knowledge of student services programs and activities.

SUPERVISION RECEIVED AND EXERCISED

Supervision is received by the Associate Dean of Financial Aid.

May provide work direction to student workers.

EXAMPLES OF DUTIES

Performs a variety of clerical duties related to program services.

Responds to student and other outside or college phone inquiries for general information regarding financial aid programs and application procedures. Provides customer service to students, parents, faculty and others.

Performs data entry of student financial and award data.

Processes, prints and distributes all financial aid notifications.

Reviews and posts documents received by the office.

Monitors office supplies and supply account. Prepares and processes purchase orders.

Reviews general clerical procedures and recommends changes for office procedures.

Maintains a system of files and records to ensure accountability and controls.

Maintains the security of confidential student records, materials, equipment and facility.

May provide work direction and training to student workers.

May verify time sheets for student workers.

Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

Word processing and email software programs.

Operates various computer and general office equipment (fax machine, copy machine and imaging equipment).

Office practices and procedures.

Recordkeeping principles and procedures.

QUALIFICATIONS (continued)

Ability to:

Establish and maintain effective working relationships with faculty and students.

Successfully learn new software programs.

Maintain records and files.

Type forty (40) wpm.

Train and provide work direction to others.

EMPLOYMENT STANDARDS

Minimum Qualifications:

High School Diploma or equivalent.

Two years of increasingly responsible clerical work.

Desirable:

Some college-level coursework in Bookkeeping, Finance, Accounting or a related field.