

FINANCIAL AID ASSISTANT

DEFINITION

Performs a variety of responsible and complex clerical and administrative work requiring specialized knowledge of student services programs and activities.

SUPERVISION RECEIVED AND EXERCISED

General supervision is provided by higher-level administrative positions.

Assignments may require the delegation of tasks to subordinate clerical positions.

EXAMPLES OF DUTIES

Plans, schedules and performs a range 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 in both the Financial Aid and the college computer systems. Responsible for data entry for state MIS reporting requirements.

Processes, prints and mails all financial aid tracking and award letters.

Correctly logs all documents received by the office.

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

Reviews general clerical procedure and develops recommendations regarding such areas as forms and reports, schedules, filing procedures, etc.

Operates various computer controlled and computer related equipment such as personal computer, computer terminals, fax machine, photocopy machine and imaging equipment.

Maintains a system of files and records; establishes and maintains systems to insure accountability and controls.

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

EXAMPLES OF DUTIES (continued)

Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

Word processing, equipment and software programs.

Office practices, supplies, and equipment.

Recordkeeping principles and procedures.

Student needs and behavior characteristics.

Appropriate laws, rules and regulations.

Ability to:

Establish and maintain effective working relationships with faculty and students.

Demonstrate the proper utilization of equipment and materials.

Successfully learn new software programs in a short period of time.

Recognize common errors with hardware and software and take corrective action to ensure uninterrupted flow of use.

Maintain difficult and complex records.

Ability to type 40 wpm.

Provide technical or functional supervision to subordinate clerical employees.

Operate a computer terminal.

EMPLOYMENT STANDARDS

Minimum Requirements:

Three years of increasingly responsible clerical work which includes at least two years of paid experience in operating a personal computer or a computer network or equivalent; or completion of the equivalent in training or coursework.