

<b>Job title:</b>	<i>Financial Aid Assistant</i>
<b>Classification of Position:</b>	<i>Federal Work Study, part-time, temporary</i>
<b>Reports to:</b>	<i>Director of Financial Aid</i>
<b>Employment Dates:</b>	<i>Fall 2022/Spring 2023</i>
<b>Pay Rate:</b>	<i>\$10.00 per hour</i>

### Job purpose

- The purpose of the Financial Aid department is to help students apply for and receive student grants, scholarships, and other types of financial aid and to prepare and communicate information on financial aid. Due to the nature of the department and peak enrollment times, the Financial Aid Assistant will provide support to the department members in the completion of daily tasks to ensure accurate and timely access to information. The primary goal of this position is to aid and support the Financial Aid Office. The Financial Aid Assistant will provide customer service to students over the phone, in person, through email and online using our virtual communication platform.

### Duties and responsibilities

- Greet students and visitors in a warm, friendly manner and assist as requested/needed.
- Answer phone and route calls appropriately.
- Assist students with completing FAFSA applications.
- Assist with the preparation of department mailings.
- Responsible for daily filing and scanning of documents.
- Make copies as needed or requested by staff.
- Operates shredding machine to destroy confidential documents as required.
- Run errands and make deliveries and pick-ups in other departments as needed.
- Restock work areas with supplies as needed.
- Maintain a COVID-safe environment.
- Other duties as assigned by Supervisor.

### Qualifications

- Student must be eligible for the Federal Work Study program as determined through the Free Application for Federal Student Aid (or FAFSA).
- Student must be enrolled in at least half-time (6 credit hours) during the semester of employment.
- Student must maintain satisfactory academic progress (SAP) which is at minimum a 67% completion rate and 2.0 grade point average (GPA)
- Must be honest and dependable and able to hold in confidence all information that student may come in contact with.
- Prefer good customer service skills and strong organizational skills.
- Office experience is preferred.

### Working conditions

The Student Services office is located in the Administrative (A) Building, RM-100, and is open daily between the hours of 8am-5pm (M-Th) and 8am-3pm on Fridays. Work hours will be within this time period. Considerable time is spent at a desk using a computer terminal.

### Physical requirements

Federal Work Study student may be required to sit or stand for brief to extended periods of time.

### Evaluation Procedures and Schedule

Federal Work Study student should be evaluated by their Supervisor prior to the end of each semester of employment.

\_\_\_\_\_  
Federal Work Study Student Name

\_\_\_\_\_  
Federal Work Study Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Name

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

<b>Approved by:</b>	
<b>Date approved:</b>	
<b>Reviewed:</b>	