

FINANCIAL AID CLERK
(Temporary Position)

DEFINITION

Under general supervision, performs clerical work and financial aid support services.

TYPICAL DUTIES

Supplies information and advice to students seeking financial aid, and directs applicants to appropriate staff after reviewing their needs; assists students in determining their budgets; helps students fill out financial aid applications, and checks applications for completeness; makes adjustments to monetary amounts during awards process; provides applications for outside scholarships, and reviews progress; generates reports from database using financial aid software or similar system to run needs analysis and package student financial aid; sets up and maintains individual student records; composes correspondence, forms and reports; oversees the work of temporary classified staff; completes service work requests, requisitions, purchase orders, maintenance and supply requisitions, and related documents; processes receipts for student loan checks and assists at the front counter. Performs related duties as required.

QUALIFICATIONS

EXPERIENCE

One year of clerical experience related to the duties of the position.

One year of experience is equal to 12 months of experience at a maximum of 40 hours per week.

Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.

KNOWLEDGE OF

Applicable federal, state and local laws, policies and regulations, and office processes and procedures; modern office practices, procedures and equipment; administrative and clerical procedures and systems, such as filing and recordkeeping techniques in a complex business environment; effective customer service skills; how to compose effective correspondence; the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar, and rules for letter and report writing; principles and practices of effective communication; how to train others to perform specific tasks; numbers, their operations, and interrelationships, including arithmetic at the level required to effectively perform the duties of the position; basic principles of leadership, oversight and training.

ABILITY TO

Perform the essential functions of the position; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty and staff; exercise initiative and mature judgment; interprets and applies applicable federal, state and local laws, policies and regulations, and office processes and procedures; work as a member of a team; meet schedules and timelines; manage one's own time and the time of others; correctly follow a given rule or set of rules in order to arrange things or actions in a certain order; understand and effectively carry out oral and written directions; effectively communicate information and ideas orally and in writing based on the needs of the audience; read, write and perform

mathematical calculations at the level required for successful job performance; be aware of others' reactions and adjust interpersonal skills accordingly; handle personal and private information with discretion; prepare routine correspondence independently; effectively learn and operate equipment and software related to the duties of the position; use technology to effectively perform responsibilities, such as word processing, spreadsheets, databases, and desktop publishing; type/enter data at a speed proficient to complete the duties of the position in a timely manner; adapt to changing technologies; work successfully with diverse populations.

TYPICAL EQUIPMENT USE (May include, but not limited to)

Current office technologies such as computers, printers, telephones and copiers; other equipment common to the field to which the position is assigned.