



Position Title:	Clerk II (Financial Aid)	
Reports To:	Administrative Supervisor	
Department:	Financial Aid Services	Job Code: 4102
Prepared By/Date:	Carol Flynn/06-2006	Job Group: SNE
Approved By/Date:	Armando Ferrer/05-2006	Salary Grade: 6
Revised:	Jennifer C. Brito/04-27-2009	FLSA Status: Non-Exempt

Summary:

This is an advanced clerical work involving moderately complex work. The variety of work differs among positions, and may include assistance to new, prospective, and continuing students in all financial aid functions, entry-level accounting, and payroll or budget assignments.

Essential Duties and Responsibilities:

- Performs routine clerical work related to the processing of financial aid forms.
- Performs data entry.
- Provides general and specific information to students either on telephone, on web, or in person.
- Composes, prepares, and sends correspondence to students.
- Composes and edits correspondence for grammatical correctness.
- Creates and reviews financial aid student files.
- Refers customers to supervisors, departments, and program area as needed.
- Processes student records through different media such as filing, data imaging, and microfilm access.
- Updates student information.
- Supervises student assistants and part-time personnel.
- Oversees the organization of the file room.
- Performs related duties as required.

Knowledge, Skills and Abilities:

- Knowledge of the principles of office practices and procedures.
- Knowledge of college policy, procedure, state rules, and statutes.
- Knowledge of business English, spelling and arithmetic.
- Excellent communication and customer service skills.
- Excellent computer skills.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to make minor decisions in accordance with office procedures, and to apply these to work problems.
- Ability to understand and carry out moderately complex oral and written instructions.
- Ability to meet and deal effectively with the public, and to use tact and good judgment.
- Ability to work with user communities of diverse backgrounds and skill levels.
- Ability to work in a multi-ethnic and multi-cultural environment with students, faculty and staff.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually quiet.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and reach with hands and arms. The employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls and talk or hear. The employee is occasionally required to stand, walk and reach with hands and arms.

The employee must occasionally lift and/or move up to 10 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Essential Personnel:

Non-essential

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- High school diploma or equivalent.
- One (1) experience in skilled typewriting, keyboarding and general clerical work, preferably in a large office environment.

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name