



Position Title:	Clerk Senior	
Reports To:	Administrative Supervisor	
Department:	Financial Aid Services	Job Code: 4109
Prepared By/Date:	Carol Flynn/06-2006	Job Group: SNE
Approved By/Date:	Ana Sarasti/06-2006	Salary Grade: 10
Revised:	Jennifer C. Brito/4-30-2009	FLSA Status: Non-Exempt

Summary:

This is advanced and complex clerical work involving administrative responsibility. Supervises a moderate to large clerical staff and performs responsible clerical duties for a major administrative department.

Essential Duties and Responsibilities:

- Plans, assigns and supervises the work of part-time and student assistants, and assists with the supervision of office personnel.
- Reviews and analyzes financial aid reports and corrects data as needed.
- Maintains attendance and payroll records for employees; supervises unit budget control purchases, complaint processing and operational reports, and records.
- Supervises the financial aid front counter and assists in maintaining financial aid forms.
- Assists in the training of new employees.
- Manages general office operations and maintains filing systems.
- Maintains attendance and payroll records and corresponding filing systems for all employees.
- Supervises unit budget control purchases including equipment and supply inventories.
- Prepares and processes correspondence and operational reports, complaints processing and other records.
- Conducts research and report generation using web resources.
- Interviews part-time employee and student assistant applicants and recommends employment action.
- Assists with special projects and assists with appointment calendars.
- Performs related duties as required.

Knowledge, Skills and Abilities:

- Knowledge of the principles of office management, practices, procedures, equipment and operational requirements of the department to which assigned.
- Knowledge of college policy, procedure, state rules, and statutes.
- Knowledge of word-processing and computer software including: Excel, Microsoft Word, and Windows.
- Excellent communication and customer service skills.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to carry out supervisory responsibilities in accordance with the College's policies and applicable laws, including: interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing

complaints and resolving problems.

- 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 moderate.

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 use hands to finger, handle, or feel objects, tools, or controls and talk or hear. The employee is occasionally required to stand and walk.

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.

- Associates of Arts degree in related field from two-year College or technical school and four (4) years of experience in responsible related clerical work including supervisory experience; or equivalent combination of experience and education.
- Proficiency in Microsoft Office Suite programs required.

ACKNOWLEDGEMENT

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

Signature

Date

Printed Name