



Position Title:	Student Services Assistant I	
Reports To:	Campus Director	
Department:	Financial Aid Services	Job Code: 4601
Prepared By/Date:	Carol Flynn/05-2006	Job Group: SNE
Approved By/Date:	Ana Sarasti/05-2006	Salary Grade: 9
Revised:	Jennifer C. Brito/4-30-2009	FLSA Status: Non-Exempt

Summary:

This is administrative work involving advanced support for supervisors in Financial Aid. The Student Services Assistant I will provide assistance to new and prospective students and work closely with other Campus/College personnel to disseminate financial aid information.

Essential Duties and Responsibilities:

- Assists students who need guidance with the Financial Aid process. This assistance is provided in person, via regular or electronic mail or telephone.
- Assists students and public by basic interpretation and explanation of complex college policy, procedures, state rules and statutes.
- Conducts financial aid workshops for students on and off campus.
- Reviews information submitted by students and parents for accuracy, completeness and to detect conflicting information that may affect student's eligibility for aid.
- Researches students' problems, evaluates and makes decisions or if necessary, elevates to immediate supervisor.
- Sends follow up correspondence to students, government agencies and college departments.
- Creates and maintains documents and routes them to appropriate staff, department or agency.
- Performs clerical duties to support the day-to-day office operations to expedite the financial aid process.
- Performs other duties as assigned.

Knowledge, Skills and Abilities:

- Knowledge of pertinent College policies, procedures, state rules, and statutes.
- Knowledge of financial aid policies and procedures.
- Knowledge of word processing and computer software including: Excel, Microsoft Word, and Windows.
- Excellent communication and customer service skills.
- Excellent organizational and interpersonal skills.
- Ability to write routine reports and correspondence.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to understand and carry out moderately complex oral and written instructions.
- Ability to maintain effective interpersonal relations with students, faculty and administration.
- 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 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.

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.

- Associates of Arts degree in related field from two-year College or technical school and two (2) years of experience in responsible related clerical work preferably in a large office environment; or equivalent combination of experience and education.

ACKNOWLEDGEMENT

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

Signature

Date

Printed Name