POSITION SUMMARY

Provide support to the Financial Aid Department by assisting students. The position involves signing students in to speak to a Financial Aid Specialist, answering general questions, helping with verification and filing. May interact with a high volume of students. Required to interact with students on a one-on-one basis. Will work with diverse groups.

PRIMARY RESPONSIBILITIES

1. Filing
2. Copying
3. Faxing
4. Pick up and deliver mail
5. Scanning and/or shredding
6. Provide general information related to the department
7. Provide handouts and/or forms to customers
8. Provide limited technology support to end users

REQUIRED QUALIFICATIONS

- High School Diploma or Equivalent
- 0-1 Year experience

KNOWLEDGE SKILLS AND ABILITIES

- Customer service
- Interpersonal skills
- Organizational skills
- Working knowledge of general office procedures and practices
- Organizational skills
- Proficiency with one or more office software (Word, Excel, PowerPoint, Access)

USE OF EQUIPMENT AND MACHINERY

- Use small office equipment including copy machines or multi-line phone system
- Use computer for word processing