POSITION NUMBER: VC 00005

<table>
<thead>
<tr>
<th>JOB TITLE:</th>
<th>Student Worker II, Financial Aid Specialist</th>
<th>College Work Study Position</th>
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<tbody>
<tr>
<td>DEPARTMENT:</td>
<td>Financial Aid</td>
<td>PAY: 8.74 per/hr.</td>
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<tr>
<td>CAMPUS:</td>
<td>LSC-Victory Center</td>
<td>HOURS: up to 19.5 hours per/wk.</td>
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POSITION SUMMARY

Required to provide high level information. May interact one-on-one with students. May interact with a high volume of customers. Will work with and assist diverse groups. Under supervision, perform financial aid related duties using minimal financial aid software access. Assist students with FAFSA’s, answer FA related questions, and filing documents.

PRIMARY RESPONSIBILITIES

1. Filing
2. Copying
3. Faxing
4. Answering phones, taking messages, redirecting calls
5. Scanning and/or shredding
6. Provide general information related to the department
7. Record maintenance, preparation and review of forms, data entry
8. Mail department information
9. Send standardized department emails
10. Provide handouts and/or forms to customers
11. Maintain inventory
12. Event preparation and support
13. Collect and record data
14. Maintain knowledge of multiple programs
15. Interpret regulations and policies

REQUIRED QUALIFICATIONS

- High School Diploma or Equivalent
- 1 year of related work experience

KNOWLEDGE SKILLS AND ABILITIES

- Customer service
- Interpersonal skills
- Organizational skills
- Analytical and problem solving skills
- Communication skills (written and/or oral)

USE OF EQUIPMENT AND MACHINERY

- Pushing or pulling carts or other such objects
• Lift objects weighing up to 20 lbs.
• Standing for two or more hours
• Use small office equipment including copy machines or multi-line phone system
• Use computer for word processing