POSITION SUMMARY

This position will support the Financial Aid Department. Duties to include answering general financial aid questions, assisting with financial aid verification and FAFSA applications, signing students into the Who’s Next Program, filing, printing, copying, answering phones, scanning, data entry and processing confidential information. May interact one-on-one with students. May interact with a high volume of customers.

PRIMARY RESPONSIBILITES

1. Filing
2. Copying
3. Answering phones, taking messages, redirecting calls
4. Scanning and/or shredding
5. Record maintenance, preparation and review of forms, data entry
6. Provide handouts and/or forms to customers
7. Maintain inventory
8. Event preparation and support
9. Collect and record data
10. Guided tours
11. Interpret regulations and policies
12. Maintain and/or process records

REQUIRED QUALIFICATIONS

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

KNOWLEDGE SKILLS AND ABILITIES

- Customer service
- Organizational skills
- Analytical and problem solving skills
- Communication skills (written and/or oral)
- Working knowledge of general office procedures and practices
- Proficiency with one or more office software (Word, Excel, PowerPoint, Access)
USE OF EQUIPMENT AND MACHINERY

- Pushing or pulling carts or other such objects
- Use small office equipment including copy machines or multi-line phone system
- Use computer for word processing