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