POSITION SUMMARY

This position will support the Financial Aid Office and assist students and parents with basic information regarding financial aid programs; assist with the application and disbursement process for all federal, state, and institutional programs; and verifies the accuracy of the student’s financial aid grant. 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.

PRIMARY RESPONSIBILITES

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. Send standardized department emails
8. Provide handouts and/or forms to customers
9. Check out equipment
10. Event preparation and support
11. Interpret regulations and policies

REQUIRED QUALIFICATIONS

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

KNOWLEDGE SKILLS AND ABILITIES

• Customer service
• Interpersonal skills
• 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

• Use computer for word processing