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| Position: Financial Aid Clerk | Salary Grade: 12 |
| Department: Student Services | FLSA: Non-Exempt |

Summary

Performs a variety of clerical and other duties in support of the Financial Aid Office. Assists the Financial Aid staff in increasing awareness of the participation in student financial aid programs.

Essential Duties and Responsibilities

- Answers general financial aid questions.
- Assists students with the financial aid process.
- Provides information and assistance in completing financial aid applications to a diversified population
- Assists in processing financial aid forms.
- Refers detailed financial aid questions to the Financial Aid Officer and/or Technician.
- Represents the office at special events (open houses, orientation, workshops, outreach and recruiting efforts).
- Participates in special projects on an as-needed basis.
- Assists the Financial Aid Officer and Technician in the performance of their duties.
- Receives, reviews and responds to phone calls and correspondence, including departmental email and voice mail messages.
- Coordinates the flow of student traffic in the office.
- Maintains office supplies and oversee the proper functioning of equipment.
- Performs data entry functions.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

Requires knowledge of and skills with routine office policies, procedures and equipment, including PCs and applicable student information databases, word processing, and spreadsheet applications. Requires sufficient communication skills to convey concepts to customers, and exercise patience.

- **Abilities**

Requires the ability to perform all of the duties of the position efficiently and effectively. Requires the ability to perform basic secretarial duties. Requires the ability to communicate with students, faculty and outside agencies/customers. Ability to work with a diversified population. Ability to perform data entry onto an automated information system. May require the ability to perform work assignments at all College locations.

- **Physical Abilities**

Requires ambulatory ability to sit in front of a computer screen for extended periods of time. Requires sufficient hand, arm, finger dexterity to operate computer keyboard, typewriter or other office equipment. Requires visual acuity to read words and numbers. Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.

- **Education and Experience**

High school diploma or equivalent required. Minimum of one year of clerical or related experience. Bi-lingual skills desirable.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.

Board approved: 01/29/2004