

**CROWDER COLLEGE
POSITION DESCRIPTION**

Status. FT, 12 months	Title FINANCIAL AID DEPARTMENTAL ASSISTANT
Revised: 8/13/2014	Department FINANCIAL AID
Level: Staff, Range 3	IPEDS CLERICAL & SECRETARIAL
FLSA: Nonexempt	Reports to DIRECTOR OF FINANCIAL AID

POSITION SUMMARY

Provide assistance to the Financial Aid Office in receiving and processing financial aid applications.

MAJOR FUNCTIONS

1. Provide clerical support for the Financial Aid Office as required.
2. Type or key in a variety of documents, composing correspondence as necessary and proofread work for accuracy.
3. Answer telephone and respond to questions accurately; make business calls as necessary to students, parents, outside agencies, etc.
4. Collect information and documentation necessary for financial aid applications, checking accuracy of information and maintaining confidentiality of records.
5. Serve as a liaison between the college and outside agencies that have students enrolled at Crowder who are receiving financial aid.
6. Complete loan deferments and enrollment histories for incoming students.
7. Initial contact with student applicants, advising them on procedures, forms, documentation, and other information as needed.
8. Keep student files in order.
9. Assist in the dissemination, collection and processing of scholarship information.
10. Assist in the verification of applications for Veterans' Benefits.
11. Track student loan borrowers who leave school and those who are delinquent and/or default on their student loans, corresponding with them as necessary.
12. Track current borrowers, cover sheets, attendance verifications, entrance counseling, exit interviews, and notices of guarantee.
13. Coordinate FAFSA on the Web workshops and Loan Exit Counseling Workshops.
14. Perform other related tasks as required.

KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE

1. High School Diploma or equivalent; Associate degree preferred.
2. Up to one (1) year of related work experience; two years preferred.
3. Well developed spelling, grammar, keyboarding, and proofreading skills.
4. Accuracy and attention to detail
5. Knowledge of general office procedures and office filing systems.
6. Ability to perform multiple tasks and remain calm during frequent interruptions.
7. Ability to establish and maintain positive working relationships with students, employees and outside contacts.
8. Knowledge of general mathematical calculations.

9. Ability to handle confidential material judiciously.
10. Knowledge of applicable federal rules and regulations regarding financial aid.

EQUIPMENT/SOFTWARE

1. Operate standard office equipment such as computers, desktop calculators, copiers, and telephones.
2. Use web-based applications to receive and transfer data electronically.
3. Information Technology Abilities required:
 Ability to operate a personal computer using the Windows environment.
 Ability to understand operating a personal computer within the Crowder College
 Network environment.
 Ability to use E-mail.
 Ability to perform basic Jenzabar/PowerFAIDS functions.
 Ability to perform basic word processing using MS Word.
 Ability to perform basic spreadsheet functions using MS Excel.
 Ability to perform basic database functions using MS Access.

POSITIONS SUPERVISED

None.

WORKING CONDITIONS

1. Indoors in a normal office environment with minimal exposure to temperature changes, noise, dust or chemicals.
2. Normal college working hours but adjustment of hours involving evening and/or weekend work may be required from time to time
3. A neat appearance and appropriate businesslike apparel are required.

PHYSICAL DEMANDS

1. Generally sedentary work involving sitting most of the time but will involve mobility within the office and service locations.
2. Input and access information-using computers.
3. Ability to concentrate on assigned tasks and pay close attention to detail.
4. May sit at a workstation for up to three (3) hours at a time.

CREATIVE AND ANALYTICAL SKILLS

1. Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
2. Ability to devise or modify methods or processes to solve specific problems.

LANGUAGE/COMMUNICATIONS SKILLS

1. Effective telephone communication skills, including ability to obtain and provide information verbally.
2. Ability to communicate effectively with a variety of people, including students and the general public.
3. Ability to understand oral or written instructions, and to ask appropriate questions for clarification.
4. Ability to read English in order to proofread and perform grammatical and spelling edits.