
TITLE: FINANCIAL AID ASSISTANT

BASIC FUNCTION AND RESPONSIBILITY: A primary responsibility of all persons assigned to this job title is to support the instructional mission of the institution and to promote positive student and customer relations.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES: The essential functions, pursuant to the Americans with Disabilities Act, may include the characteristic duties, knowledge, skills, abilities noted herein, however, this list represents EXAMPLES ONLY, and is not a comprehensive listing of all functions and tasks performed by positions found in this job classification.

Process Pell Grant payments to the Federal Government. Process VA Paperwork and maintain communications with the VA regional office. Monitor all drop/add forms initiated by financial aid students to determine amount and distribution of refund. Track, update and maintain student financial aid files. Place and monitor work study students and monitor work study payroll. Process Student Status Confirmation Reports to the National Student Loan Data System.

Answer phones, receive customers and respond to questions and provide information as able. Process a variety of paperwork related to the student financial aid operation.

REPORTS TO: OFFICE MANAGER

SUPERVISION EXERCISED: NONE

SKILLS AND KNOWLEDGE: Knowledge of basic word processing/personal computer software.
Knowledge of general office procedures.
Knowledge of record keeping procedures.
Knowledge of financial aid forms, rules, procedures and guidelines.
Skill in operating standard office machines and personal computers.
Skill in providing information and assistance to customers.
Skill in maintain records.
Skill in working with a variety of customers.

ENTRY QUALIFICATIONS An Associate degree in an appropriate field and the equivalent of two years of general office work.