

Department: Financial Aid

Job Availability: Academic School Year

Employing Supervisor: Penny Oliver

Maximum Hours: 15 hours/week

Title: Office Assistant

Pay Rate: \$13.00/Hour

Classification: Non-Community Service

Job Location: Financial Aid, Gee Building 1st floor G116

Job Description: Position A

- Must have excellent customer service skills
- Answering phones
- Able to assist/ make appointments for students with financial aid issues
- Creating financial aid literature (PowerPoints and brochures)
- Assisting in weekly financial aid workshops
- Assist students with scanning and online documents

Skills Needed:

- Typing
- Computer skills (Word processing , excel, PowerPoint)
- Telephone and customer service skills
- Adding machine/ math skills
- Extremely detail oriented
- Professionalism and confidentiality
- Ability to multitask and function in a high stress environment
- Dependability and accountability
- Excellent problem solving skills
- Must pass criminal background checks

Additional Information About the Job

This is an excellent opportunity for a detail oriented person to learn how to balance customer service, private information, and fact finding. Develop strong communication skills while providing valuable support to financial aid students and staff. Exercise discretion as you assist processing confidential information. Build strong references and a resume while learning from highly experienced financial aid professionals.

Criminal Background Check Process for Student Workers

The Financial Aid Office requires that a student worker submit a Criminal Background Check form before being hired. This process is in place to protect the privacy of student records and other information. A background check is mandatory due to the sensitive nature of our work and information we process in the office. Therefore, if a student's criminal background check shows a history of fraud, deception, deceit, questionable character, or poor judgment, that student will not be considered for employment in this department without regard to when the event occurred.