



## **JOB TITLE: FINANCIAL AID ASSISTANT**

Classification: Classified  
Salary Range: 24

Retirement Type: PERS\*  
Board Approved: September 13, 2004

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### **BASIC FUNCTION:**

Under the general supervision of an assigned supervisor, perform a variety of routine technical and general clerical and office support duties in support of the District's Financial Aid programs, functions, and office. Provide quality customer service in a multi-culturally diverse environment and do other related work as required.

The Financial Aid Assistant is assigned routine technical duties in addition to general clerical work of average difficulty. Positions assigned to the Financial Aid Assistant classification are distinguished from the Clerical Assistant class in that positions assigned to Financial Aid Assistant are required to obtain a breadth of knowledge necessary to assist students at the front counter, to assist their assigned Financial Aid Advisor, and to support their assigned program area.

### **REPRESENTATIVE DUTIES:**

Serve as assistant to a Financial Aid Advisor with specific financial aid programs.

Receive and review incoming documents for completeness, accuracy, and signature; make determinations regarding any documents necessary to complete the file; input documents received.

Prepare Satisfactory Academic Worksheet; assist with satisfactory academic progress reviews.

Print El Camino College transcripts and ISIRS using institutional and Federal software.

Request additional documents if student is selected for verification and resolve "C" codes. Utilize various websites and other resources to assist advisors and students to resolve "C" codes.

Provide information to students, parents, the campus community, and other institutions regarding financial aid policy and procedure.

Assist with workshops on campus and at local high schools; participate in orientations; assist with the preparation of Financial Aid office workshops, seminars and orientations.

Perform a full range of general clerical duties in support of assigned operations and programs; post information to operational, business, and student records; type, screen, proofread, and duplicate a wide variety of documents; receive, sort and route mail; sort and file documents and records according to predetermined classifications, maintaining alphabetical, index, and cross-reference files.

Answer the telephone and perform receptionist duties including assisting students, faculty, staff, and the general public; provide information and refer callers and visitors to appropriate personnel and offices as required.

Compile, list, and summarize information for review by supervisor; prepare routine or recurring reports according to established procedures.

Perform basic mathematical calculations in the performance of duties.

Operate office equipment including a typewriter, personal computer, scanner, copier, and other office equipment.

Perform other related duties as assigned.

### **JOB QUALIFICATIONS:**

#### Education and Experience:

Any combination equivalent to: graduation from high school, GED or California Proficiency Exam (CPE) and two years of front office, customer service, and clerical experience performing duties similar to those described above or any combination of training, education, and experience that would provide the desired knowledge and ability to carry out successfully the assignments of the position.

### **OTHER QUALIFICATIONS:**

#### Knowledge/Areas of Expertise:

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Federal financial aid software including Datatel and EDEExpress.

Principles and practices used to establish and maintain files and information retrieval systems.

Receptionist and telephone techniques and etiquette.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Applicable Federal, State, and institutional regulations, requirements, and procedural guidelines pertaining to governmentally funded programs and documents for student financial assistance.

Correct English usage, grammar, spelling, punctuation and vocabulary.

#### Abilities/Skills:

Perform a variety of technical and general clerical work of average difficulty involving the use of independent judgment and personal initiative.

Understand the organization, operation, and services of the Financial Aid Office and of outside agencies as necessary to assume assigned responsibilities.

Understand and apply administrative and departmental policies and procedures.

Understand Federal Pell Grant, FSEOG, and Federal Work Study requirements.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Adapt to changing technologies and learn functionality of new equipment and systems.

Accurately keyboard, type and proof work.

Compile data, maintain records and files, and participate in the preparation of administrative or technical reports.

Plan and organize work to meet changing priorities and deadlines.

Respond to requests and inquiries from the general public.

Meet critical deadlines while working with frequent interruptions.

Work independently in the absence of supervision.

Exercise good judgment.

Maintain confidentiality in handling critical, sensitive information, records and reports.

Understand and follow oral and written instructions.

Operate a variety of office equipment such as a typewriter, computer terminal, calculator and copier.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

**WORKING CONDITIONS:**

Typical office setting.

Hand and finger dexterity to operate various office equipment.

Extensive computer work

Long periods of standing and sitting.

Lift and carry up to 25 lbs.

Move from one work area to another as needed.

\* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.