

FINANCIAL AID CLERK I
(Bargaining Unit Position)
(Range 23)

DEFINITION

Under general supervision, provide clerical assistance to financial aid program for students; and to perform other related duties as required.

DISTINGUISHING CHARACTERISTICS

The Financial Aid Clerk I classification is the entry level among the Financial Aid positions in the Student Services support series. This is a unique clerical class in that incumbents must learn the state and federal regulations of Financial Aid quickly in order to provide the services required.

Incumbents in this position support student learning outcomes and institutional effectiveness by ensuring state and federal compliance are met and encouraging student success through the Financial Aid process.

ESSENTIAL FUNCTIONS

- Respond to student and public inquiries about financial aid for students;
- Assist students in completing the Student Aid Application form;
- Explain loan procedures to students and begin loan application process;
- Respond to telephone inquiries by students regarding the status of their financial aid application;
- Verify completeness of application; scrutinize for discrepancies;
- Keep current with federal regulations;
- Assist and advise other departments regarding financial aid as required;
- Receive Financial Aid Needs Assessment Report; establish student data base; verify accuracy of information;
- Update federal manuals, sort and distribute incoming mail, file, and perform other general clerical work;
- Receive and process loan checks; disburse checks to cashier;
- Perform general clerical work of average difficulty;
- Operate a variety of office machines including computer keyboard equipment; type 40 words per minute;
- Operate department telephones;
- Perform other related duties as required.

ESSENTIAL FUNCTIONS OF PARTICULAR POSITIONS WITHIN CLASSIFICATIONS MAY VARY BECAUSE JOB DUTIES MAY VARY BY WORK LOCATION.

QUALIFICATIONS

Education:

Required

- Equivalent to graduation from the twelfth grade;

Preferred

- Associate degree.

Experience:

- One year of clerical experience, including financial or statistical recordkeeping and frequent public contact.

Or any equivalent combination of education and experience.**Knowledge of:**

- Rules, regulations and policies of financial aid programs;
- Methods and practices of financial record keeping;
- Office procedures and practices, including filing systems;
- Receptionist and telephone techniques, letter and report writing;
- Office methods and equipment.

Ability to:

- Learn quickly and interpret the rules, regulations, and policies governing the financial aid program;
- Listen carefully and respond correctly to questions;
- Make arithmetical calculations with speed and accuracy;
- Be patient and courteous in working with students;
- Demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of staff and students and of staff and students with physical and learning disabilities;
- Establish and maintain cooperative working relationships;

Physical ability to:

- Read and comprehend printed matter and text and data on computer monitors;
- Communicate intelligibly and effectively via speech, telephone, written correspondence, and/or email;
- Lift and/or carry 5 pounds;
- Work or stand at a counter for extended periods of time;
- Work at a desk, conference table or in meetings of various configurations;

CCCUE Approval: 05/1994; 12/13/2011;
Board of Trustees Approval: 09/1991; 01/04/2012;