

KERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: FINANCIAL AID ASSISTANT

BASIC FUNCTION:

Under the direction of an assigned supervisor, provide assistance and information to students applying for financial aid; perform a variety of general clerical duties; maintain lists and statistics related to assigned activities.

REPRESENTATIVE DUTIES:

Provide assistance and information to students applying for financial aid; answer telephones and greet visitors; interpret and explain related rules, policies, procedures and regulations. *E*

Assist students in the completion of financial aid applications and verification forms; review documentation; determine applicant status; determine eligibility for fee waivers; schedule interview appointments. *E*

Perform a variety of general clerical duties; compose routine correspondence; maintain filing systems; type and process various lists, forms and cards. *E*

Compile and maintain a variety of statistical information related to financial aid; prepare statistical reports as required. *E*

Produce and mail various verification forms and notices to students including award and eligibility letters; update student records in computer utilizing specialized software. *E*

Communicate with the public, other departments and outside agencies to exchange information; refer to appropriate financial aid staff; provide information on the availability of grants, loans and scholarships. *E*

Provide work direction and guidance to student workers.

Attend various workshops and training seminars as assigned.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office practices, procedures and equipment.

Telephone techniques and etiquette.

Statistical record-keeping techniques.

Operation of a computer, specified software and data entry techniques.

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

Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Business letter composition and basic report preparation.

ABILITY TO:

Learn the financial aid application procedure.
Maintain accurate and complete files and records.
Learn and explain the scholarships, grants, loans and awards available through the college and the requirements of these programs.
Learn, apply and explain laws, rules and regulations related to assigned activities.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Perform clerical duties such as filing, typing and duplicating materials.
Answer telephones and greet the public courteously.
Complete work with many interruptions.
Compose correspondence and written materials independently.
Operate office machines including a computer and specified software.
Meet schedules and time lines.
Work confidentially with discretion.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and two years of general clerical experience.

WORKING CONDITIONS:

ENVIRONMENT:

Modern office practices, procedures and equipment.
Constant interruptions.

PHYSICAL DEMANDS:

Incorporated within one or more of the previously mentioned essential functions of this job description are essential physical requirements. The chart below indicates the percentage of time spent on each of the following essential physical requirements.

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|----|-------------------------------|----|--------------------------------------|
| 1. | Seldom = Less than 25 percent | 3. | Often = 51-75 percent |
| 2. | Occasional = 25-50 percent | 4. | Very Frequent = 76 percent and above |
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| <u>4</u> | a. | Ability to work at a desk, conference table or in meetings of various configurations. |
| <u>3</u> | b. | Ability to stand for extended periods of time. |
| <u>4</u> | c. | Ability to sit for extended periods of time. |
| <u>4</u> | d. | Ability to see for purposes of reading printed matter. |
| <u>3</u> | e. | Ability to hear and understand speech at normal levels. |
| <u>4</u> | f. | Ability to communicate so others will be able to clearly understand a normal |

- conversation.
- 1 g. Ability to bend and twist.
- 1 h. Ability to lift 10 lbs.
- 1 i. Ability to carry 10 lbs.
- 3 j. Ability to operate office equipment.
- 1 k. Ability to reach in all directions.

HAZARDS:

Potential contact with dissatisfied or abusive individuals.

This job description is intended to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals so classified.