

**MONROE COUNTY COMMUNITY COLLEGE
JOB DESCRIPTION**

STUDENT SERVICES ASSISTANT (PART-TIME)

Supervised By: Director of Financial Aid
Supervises: No supervisory responsibility

Position Summary:

Under the supervision of the Director of Financial Aid, the Student Services Assistant is responsible for supporting the operations of the Financial Aid Office.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Verification of student financial aid files in accordance with the U.S. Department of Education's verification policies.
2. Provides assistance to students and parents in understanding and completing financial aid applications and processes.
3. Responds to inquiries and provides services as necessary for students, faculty, staff, and the public in person, by mail, and via telephone.
4. Scan, link, and route all Financial Aid documents using the college's imaging software.
5. Orders and maintains the office supply inventory and materials for the Financial Aid office.
6. Assist with mailings and other outgoing communication to students.
7. Must respect privacy and confidentiality of students, staff and faculty.
8. Executes responsibilities in accordance with applicable laws and organization's policies, which includes the Code of Ethics.
9. Performs other duties as assigned.

The above statements are intended to describe the general nature and level of work being performed by personnel assigned this classification. They are not to be construed as an exhaustive list of all job duties personnel so classified.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- Associate's degree in business administration, business management, office management, or related field.
- One year experience in business office setting and customer service.
- High level of human relations skills and proper application to deal pleasantly, efficiently, and courteously with the public.
- Demonstrated strong computer skills and have the ability to master new technologies.
- Knowledge of modern office procedures and practices.
- Ability to handle confidential information.
- Skill in the use of office equipment.
- Ability to work independently with minimal supervision.
- Demonstrated organizational skills, including the ability to prioritize multiple tasks with numerous interruptions, work in a fast paced environment, and meet deadlines.
- Ability to understand instructions and follow detailed procedures consistently.
- Ability to effectively communicate ideas and concepts orally and in writing.
- Ability to establish effective working relationships and use good judgment, initiative, and resourcefulness when dealing with staff, students, faculty, the public, and other professional contacts.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk, hear, view and create written and computerized documents. Employee must communicate with others in person and on the telephone. The employee frequently is required to sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stand, walk, stoop, or kneel. The employee must occasionally lift and/or move items of light weight.

While performing the duties of this job, the employee typically works in a business office setting. The noise level in the work environment is usually quiet.