

## **IMPERIAL COMMUNITY COLLEGE DISTRICT**

### **CLASS TITLE: FINANCIAL AID ASSISTANT/RECEPTIONIST**

#### **BASIC FUNCTION:**

Under direction of the Dean of Financial Aid and State Programs and the immediate direction of the Financial Aid Secretary and the Financial Aid Officer, perform a variety of clerical duties involving typing, filing and maintaining reports in support of the financial aid program. Also perform a variety of responsible duties related to the operation of the Financial Assistance Office, including making appointments for students with financial aid staff; interview, select, and train student assistants.

#### **REPRESENTATIVE DUTIES:**

Operate a variety of office equipment, such as typewriter, calculator, copy machine and personal computer.

Type letters, memoranda, bulletins, reports, schedules, lists, examinations, forms or other material form straight copy , rough draft, notes or transcription equipment.

Maintain a variety of logs, records and files related to assigned office; sort, classify and file materials in alpha, numeric or other established sequence.

Distribute various forms and provide information and assistance to students, parents, the public and staff in an accurate and timely manner.

Perform receptionist duties, screening telephone calls and visitors and scheduling appointments and meetings; direct callers and visitors to appropriate financial aid or counseling personnel; take and relay messages; greet students and the public and provide routine information; make phone calls to request, provide or verify information as directed.

Interview, select, train and schedule student assistants; assign and review work; monitor and adjust workloads.

Maintain supply and material inventory of assigned area as required; order, receive and distribute material, equipment and supplies as directed.

Assure the timely duplication and distribution of a variety of records, reports and other materials as directed.

Use a designated second language as assigned.

Perform clerical work such as posting records, making arithmetic computations and securing information from indicated sources.

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## **FINANCIAL AID ASSISTANT/RECEPTIONIST (continued)**

Assist financial aid staff and counselors in planning schedules and appointments; prepare financial aid application and financial aid counseling petition appointment schedules and pull financial aid files and related materials.

Assure the security and confidentiality of student files and clerical records, check files for accuracy, completeness and proper order.

Coordinate the financial aid petition process with financial aid and counseling staff; prepare petitions for appointments including the request of all academic transcripts and the calculation of total college units completed and overall grade point average; maintain a tracking system for all petitions.

Perform secretarial duties in the absence of the Financial Aid Secretary, including the disbursement of scholarship and emergency book loan checks.

Prepare all required notice of employment, time sheets, and other required employment records for all student employees for the institution.

Direct students during financial aid paydays to the appropriate staff in order to clear holds on payroll warrants.

Sort and distribute incoming U.S. and District mail.

Perform related duties as assigned.

### **KNOWLEDGE AND ABILITIES:**

#### **KNOWLEDGE OF:**

Modern office practices, procedures and equipment.

Record-keeping techniques.

Correct English usage, grammar spelling punctuation and vocabulary.

Telephone techniques and etiquette.

Interpersonal skills using tact, patience and courtesy.

Financial aid programs and services.

Principles and practices of training and work direction.

Applicable sections of Title IV financial aid regulations.

Operations of computer terminal and other office machines.

#### **ABILITY TO:**

Perform a variety of clerical duties involving typing, filing and maintaining records or reports in support of the financial aid program.

Perform clerical duties such as filing, duplication, typing and maintaining records.

Learn and apply laws, rules, regulations involved in assigned clerical activities.

Make arithmetic calculations quickly and accurately.

Understand and follow oral and written directions.

## **FINANCIAL AID ASSISTANT/RECEPTIONIST (continued)**

- Operate an electronic keyboard at an acceptable rate of speed.
- Operate a variety of office equipment including a microcomputer, calculator, copier, and typewriter.
- Meet schedules and time lines.
- Maintain records and prepare reports.
- Communicate effectively both orally and in writing.
- Work cooperatively with others.
- Complete work with many interruptions.
- Organize, coordinate and oversee the activities of a community college Financial Aid reception area.
- Train, supervise and schedule student assistants.
- Assign and review the work of student assistants.
- Read, interpret, apply and explain rules, regulations, policies and procedures.
- Plan and organize work.
- Work confidentially with discretion.

**EDUCATION AND EXPERIENCE:** Any combination equivalent to: graduation from high school and three years increasingly responsible clerical experience involving extensive public contact and record-keeping responsibilities.

**LICENSE AND OTHER REQUIREMENTS:** Required to use oral and written abilities in a designated second language.

**WORKING CONDITIONS:** Duties are primarily performed in a Student Services environment while seated in a financial aid reception area. Incumbents are subject to extensive contact with students, constant interruptions, noise from talking or office equipment and demanding legal timelines.

**PHYSICAL DEMANDS:** Incumbents regularly stand and sit for long periods of time, walk short distances on a regular basis, use hands and fingers to operate an electronic keyboard or other office machines, reach with hands and arms, stoop or kneel or crouch to file, speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate computer; and hear and understand voices over telephone and in person; lift, carry, and/or move objects weighing up to 10 pounds. Occasionally must lift and carry materials weighing up to 25 pounds for short distances when transporting informational materials to orientation meetings at other community locations.