POSITION DESCRIPTION

TITLE: Support Specialist – Office of Financial Aid – (Full-time, Contingent)

Collective Bargaining – Ineligible -- Contingent
Contingent positions are not eligible to participate in collective bargaining.

JOB SUMMARY:

The Support Specialist greets and assists visitors to the Office of Financial Aid and supports the comprehensive financial aid services of the College. This position performs a variety of routine duties, such as record keeping and administrative detail, and follow-up functions to assist the Director of Financial Aid and department staff in implementing departmental programs. Must be well organized and possess excellent secretarial skills and attention to detail. The Support Specialist reports directly to the Director of Financial Aid.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
(Note: These examples are intended only as illustrations of the various types of work performed in positions allocated to this class. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Responsible for following the policies and procedures as defined in the employee handbook.
- Prepares and types letters, reports, memoranda, emails, etc., some of which may be of a confidential or sensitive nature.
- Communicates with other staff, faculty, administrators, and the general public in person, by telephone or through written correspondence.
- Arranges and coordinates conferences and committee meetings as directed.
- Responsible for the Office of Financial Aid mailbox to include printing, date stamping, documenting, routing, and filing of all mail.
- Receives, screens, places, and directs both incoming and outgoing telephone calls.
- Prepares purchase orders, orders supplies and equipment, and maintains office inventory.
- Provides excellent customer service to all faculty, staff, students and visitors.
- Provides clerical support to the Direct of Financial Aid and other members of the financial aid staff.
- Answers telephone lines for the department.
- Provides information to students, parents, faculty and community members regarding financial aid programs and services.
- Provides assistance to students and families with the completion of the FAFSA electronically and financial aid paperwork.
• Assists in researching rules and regulations concerning eligibility issues and participates in determining office policy and procedures.

• Provides assistance with the processing of all hard copy checks to include, outside scholarships, grants, private loans and checks received for payment.

• Assists with the management of all student leave of absence, withdrawal and graduation processes to include placing holds on account, cancelation of aid, contact updates and text documentation.

• Coordinates with other departments regarding financial aid presentations.

• Reserves rooms for financial aid presentations and meetings via EMS.

MINIMUM QUALIFICATIONS:

• Education: Associate’s Degree; Bachelor’s preferred.

• Experience: Must have at least one year administrative experience in an office environment.

• Ability to handle confidential and sensitive issues.

• Demonstrated success of strong verbal and written communications skills; good organizational skills; working knowledge of modern office practices and procedures, business English, spelling, good grammar and arithmetic, and of standard record maintenance.

• Any combination of acceptable education and experience, which has provided the necessary knowledge and skills to fulfill the requirements of this position, may be considered.