

# DESERT COMMUNITY COLLEGE DISTRICT

## FINANCIAL AID SPECIALIST

### BASIC FUNCTION

Under the direction of the Director, Financial Aid, perform office duties in support of the Financial Aid Office; serve as receptionist for the Financial Aid Office and provide assistance to the Financial Aid function as required.

### REPRESENTATIVE DUTIES

1. Serve as receptionist of the Financial Aid Office, greeting visitors and answering the telephone; provide information regarding financial aid and related programs to students and staff; assist in the proper completion of forms. E
2. Perform a variety of clerical duties in support of the Financial Aid Office. E
3. Receive and distribute incoming mail. E
4. Make appointments for Financial Aid staff. E
5. Issue Board of Governor's Grants; prepare award letters and other correspondence as assigned. E
6. Maintain a variety of files, records and reports; research student financial aid transcript files; initiate new files; catalog information in computer systems. E
7. Prepare, distribute and mail award letters and financial aid transcripts. E
8. Disburse scholarship and student loan checks.
9. Order forms and other office supplies as necessary to maintain proper supply levels.
10. Operate a variety of office machines and equipment including a computer and related software and financial aid systems. E
11. Research financial aid records as requested. E
12. Compile special reports as requested, tracking incoming financial aid documents. E.
13. Train and provide work direction and guidance to students hired to work in the Financial Aid Office.
14. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES

**Knowledge of:** Modern office practices, procedures and equipment; telephone techniques and etiquette; record-keeping techniques; operation of office machines including a computer and applicable software including word processing, spreadsheets and email; oral and written communication skills; interpersonal skills using tact, patience and courtesy.

**Ability to:** Perform clerical and public contact work in support of the Financial Aid Office; answer telephones and greet the public courteously; determine appropriate action within clearly defined guidelines; operate office machines including a computer and applicable software including word processing, spreadsheets, email; communicate effectively both orally and in writing; understand and follow financial aid regulations; maintain records and prepare reports; establish and maintain cooperative and effective working relationships with others; work confidentially with discretion; sit for an extended period of time; bend at the waist, kneel or crouch.

### EDUCATION AND EXPERIENCE

Any combination equivalent to: graduation from high school and two years of office clerical experience including some public contact.

### WORKING CONDITIONS

**Environment:** Office environment. Constant interruptions.

### EMPLOYMENT STATUS

Bargaining Unit Position

E=Essential Functions

FAS.DOC

RANGE 8

Adopted 6/98

Revised 11/04