

Position:	Financial Aid Technician I	Position Control:	
Department:	Student Services	Position Class:	Secretarial/Clerical
Gives Direction:	--	Unit:	Classified
Direct Supervisor:	Director, Financial Aid	Salary Range:	17
Next Level Supervisor:	Dean of Student Success	Hours per week:	40
Educ. Admin.:	Vice President of Student Services	Months per year:	12
Date Established:		FLSA Exemption Status:	Non-Exempt

### **DEFINITION**

Under general supervision, provides specialized secretarial and clerical support to an assigned department supervisor; provides direct customer service to District administrators, faculty, staff, students and the public; performs other duties as assigned.

### **CLASS CHARACTERISTICS**

Employees in this class perform specialized and routine administrative support duties for a department supervisor or based on established processes and instruction for a department or program.

### **REPRESENTATIVE DUTIES**

*The following duties are typical of those performed by employees in the classification, however, employees may perform other related duties not listed and not all duties listed are necessarily performed by each employee.*

Provide clerical support in the Financial Aid department that includes scheduling appointments and refer students to the next step to become enrolled at Taft College.

Communicate effectively with students, seeks clarification to accurately decipher the student's need and schedule appointments with the correct person and refer them to the appropriate department, or provide them with appropriate forms.

Provide professional information and assistance to students in person, by telephone, email or regular mail in regards to financial aid programs.

Oversee daily operations of the front desk, including dissemination and clarification to student workers.

Processes application and determines eligibility.

Assist with the coordination of staff and student worker schedules.

## **REPRESENTATIVE DUTIES, continued**

Assist in hiring and training student workers.

Assist Director in the collection and compilation of Financial Aid data and statistics from various sources, including electronic databases and enterprise systems such as Banner; independently assembles and summarizes information as directed.

Assist in gathering and preparing materials for department presentations.

Operate a variety of office equipment including a copier, scanner, fax machine, computer and assigned software. Arranges for computer system modifications, maintenance and repairs as needed.

Work with IT to ensure the department scanning systems, document readers, and desktop computers are in working order.

Maintain calendar record for the Director.

Collect, manage and prepare Financial Aid Petitions and supporting documentation for Financial Aid Committee meetings.

Notify students of the results from Financial Aid Petitions in a timely manner.

Assist in the preparation and dissemination of financial aid information.

Perform a variety of specialized clerical duties such as maintaining electronic Financial Aid file system, typing, data entry and retrieval, reception and general office support and sending out mass emails.

Attend meetings as assigned and provides administrative staff support, including taking notes and preparing minutes.

Perform related duties as assigned.

## **EMPLOYMENT STANDARDS**

### **Minimum Qualifications**

Education - High school diploma or equivalent.

Experience - Three years of increasingly responsible office experience.

Sensitivity to and understanding of the diverse academic, socioeconomics, cultural, disability and ethnic backgrounds of community college students.

### **Desirable Qualifications**

Bilingual: Spanish/English.

Work experience in public education.

Work experience with Banner.

Work experience in Financial Aid office.

## **Knowledge of**

Correct English usage, grammar, spelling, punctuation and vocabulary.  
Ability to communicate and meet people in a professional and positive manner.  
General secretarial skills and techniques.  
Organizational and prioritization skills.  
Accurate recordkeeping operations and guidelines.  
Computer applications: Microsoft Office Word, Excel, Access, PowerPoint and Publisher.  
Business practices.  
General budgetary and accounting practices and procedures.

## **Ability to**

Learn specialized District programs and operations; procedures and regulations.  
Communicate with administrators, faculty, staff, students and the public.  
Maintain neatness and organization.  
Provide customer service.  
Enter and retrieve computer information accurately.  
Work independently.  
Use a computer database and interpret computer data.  
Follow guidelines and directions as directed.  
Perform arithmetic calculations with accuracy.  
Communicate effectively orally and in writing, manage time sensitive tasks and maintain confidentiality.  
Take responsibility and use professional judgment based on established guidelines and procedures.  
Assume responsibility for routine clerical detail.  
Apply knowledge of modern office practices and equipment including expert use of computers for word processing, record management and filing systems.  
Work effectively and demonstrate currency of knowledge with computers and other forms of advanced technology utilized in providing high quality services.  
Establish and maintain comprehensive and accurate files and records; prepare concise and complete reports as required.  
Quickly learn a variety of technological programs, and use them all on a daily basis.

## **WORKING CONDITIONS**

Assignments are typically 40 hours per week and 12 months per year.  
May require overtime or evening hours throughout the year.  
Work is generally performed indoors but may involve traveling to complete assignments or for research, workshops, training or meetings.

## **PHYSICAL REQUIREMENTS**

1. Vision sufficient to read documents and computer terminal displays.
2. Speech and hearing sufficient to communicate in person or by telephone.
3. Manual dexterity sufficient to use a variety of office equipment, computer keyboards, and to handle paper.

4. Ability to sit for long periods of time.
5. Ability to lift and carry up to 20 pounds such as paper and reports.
6. Ability to bend and reach to retrieve and file supplies, equipment and documents.

Reasonable accommodations will be made for candidates and employees with physical disabilities.

### **ENVIRONMENT**

Community college campus serving a diverse student population and with an emphasis on student success. Work is primarily performed in a busy office environment serving students, staff and the public.

### **SUPERVISION**

Direct supervision is received from the Director of Financial Aid and Scholarships. This position has no supervisory responsibilities. May take or give work direction on projects as assigned

### **PAY RANGE**

Range 17 on the Classified Employees Salary Schedule/Non-Exempt.