

approved

STUDENT LABOR POSITION DESCRIPTION

Labor and Financial Aid

Most Recently Updated 03/08/99

Position Title: Student Front Desk Receptionist
Must work 10-12 hrs/wk.

I. Grade Level: 1-4

II. Description:

A. The following are the essential duties for a Front Desk Receptionist in the Financial Aid Department:

1. Answer student questions at counter and know which staff to call on to answer questions.
2. Be able to read various financial aid applications and know how to answer questions concerning them, helping students understand what aid they are eligible for and helping to assess whether student is likely to be approved for a loan.
3. Fill out a variety of forms with students.
4. Answer busy phone lines.
5. Prepare forms and applications with students prior to and to prepare for staff counselor review.
6. Maintain tracking system for all official documents turned into office by logging their receipt onto Banner computer system and being able to retrieve information from Banner.
7. Do filing.
8. Do research for student-related financial aid information in Banner system.
9. Close and open office, ensuring security of records, locking up confidential information at end of day, locking up rooms with checks and confidential information in them.
10. Send out financial aid forms and explain financial aid process to students.
11. Perform other job-related duties as assigned.
12. See that the workplace and environs are clean.

B. The following are *possible additional* duties for this position:
No duties beyond those described as essential above.

III. Learning Opportunities:

- A.** If Grade 1, develop the attributes appropriate to Grade 1 positions: learning to meet schedules and standards of performance, efficient use of time, healthy attitudes toward work and supervision, working with others, sharing responsibility, recognition of the importance of work, basic skills and information.
- B.** If Grade 2, develop the attributes appropriate to Grade 2 positions: learn to take personal responsibility; apply knowledge to a situation; self-identify skills, talents, interests and limitations; learn and develop confidence in skills or program knowledge; and appreciate work as a process as well as a product.

- C. If Grade 3, develop the attributes appropriate to Grade 3 positions: an understanding of the importance of initiative; awareness of job-related needs; ability to identify problems; analytical ability; problem-solving ability; and an understanding of the role of standards and leaders.
- D. If Grade 4, develop the attributes appropriate to Grade 4 positions: an understanding of relations between individuals, institutions, and processes; comprehension of job-related values, realities, and goals; a commitment to service; and the ability to articulate and interpret observations, experiences, and understanding.
- E. Computer skills, especially on the College's unified computer system, Banner.

III. Learning Opportunities (cont.):

- F. Bookkeeping and comfort with complicated financial/governmental forms.
- G. Improve math skills.
- H. Ability to perform multifaceted, complex tasks and keep all components progressing in the face of multiple demands and interruptions.
- I. Processes of confidentiality.
- J. Customer service skills.
- K. Problem solving skills, including when to call on someone more senior to help answer a question or solve a problem.

IV. Basic Qualifications:

- A. General: Good phone etiquette; great patience; excellent work ethic, including punctuality, orderliness, organization, attention to detail.
- B. Skill: Solid math skills.
- C. Physical: none.
- D. Academic: none.

V. Desirable Qualifications:

none.

VI. Narrative Summary:

Student aided other students with governmental forms and questions, advising them, and handling phone calls and in-person questions from both students and parents. Student maintained files of confidential information on computer, tracking and retrieving said information as well. Student ensured security of financial aid documents, information, and checks.

Front Desk Receptionist, Financial Aid Department, page two