

approved

STUDENT LABOR POSITION DESCRIPTION

Labor and Financial Aid Most Recently Updated 03/08/99

Position Title: Student Office Manager
Must work 15hrs/wk.

I. Grade Level: 5

II. Description:

A. The following are the essential duties for an Office Manager in the Financial Aid Department:

1. Train and schedule student labor in Labor & Financial Aid.
2. Serve as counselor to answer student questions at counter and know which staff to call on to answer questions beyond Office Manager's capacity. The Office Manager handles approximately 75% of student questions at the counter.
3. 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.
4. Fill out a variety of forms with students.
5. Answer busy phone lines.
6. Prepare forms and applications with students prior to and to prepare for staff counselor review.
7. 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.
8. Do filing.
9. Do research for student-related financial aid information in Banner system.
10. 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.
11. Conduct weekly office meetings.
12. Prepare monthly and annual reports.
13. Perform other job-related duties as assigned.
14. See that the workplace and environs are clean.

B. The following are *possible additional* duties for this position:

1. During Parent Weekends, work as a financial aid counselor. This requires definite seniority and experience in the department.

III. Learning Opportunities:

- A.. Develop the attributes appropriate to Grade 5 positions: an understanding of departmental management; taking responsibility for the effectiveness of others; an awareness of departmental and institutional relationships; teaching and instruction techniques; communication and interpersonal skills; and evaluation of workers and procedures.
- B. Computer skills, especially on the College's unified computer system, Banner.
- C. Bookkeeping and comfort with complicated financial / governmental forms.
- D. Improve math skills.

III. Learning Opportunities (cont.):

- E. Ability to perform multifaceted, complex tasks and keep all components progressing in the face of multiple demands and interruptions.
- F. Processes of confidentiality.
- G. Customer service skills.
- H. 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; top-notch work ethic, including punctuality, orderliness, organization, attention to detail.
- B. Skill: Have worked at and been promoted from the Financial Aid Office's Front Desk position; solid math skills.
- C. Physical: none.
- D. Academic: none.

V. Desirable Qualifications:

- A. Business majors may be preferred.

VI. Narrative Summary:

Student essentially served as junior financial aid counselor, aiding 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. Student trained and supervised other student workers in Financial Aid Office.

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