

**Seward County Community College**  
**Structured Compensation - Job Description**  
**Secy Financial Aid**

Data Year: 2015

Prepared On: 12/06/2017

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Department:	Financial Aid	Grade:	6
Reports To:	Director of Financial Aid	Classification:	Non-Exempt
Supervises Direct:	0	Supervises Indirect:	0
Approved By:	C Donovan; D Fisher	Effective Date:	01/27/2017
		Revised Date:	01/26/2017

**Role:**

To provide front office assistance to customers in the matters of financial aid and general office support to the other financial aid positions.

**Essential Functions & Responsibilities:**

- E 40% Prepares outgoing correspondence to parents and students to educate them on what information is required for FAFSA completion (Verification documents, example: low income, independent status, household size, W-2's, etc.).
- E 35% Gathers and evaluates all required government paperwork for the incoming FAFSAs from parents and students.
- E 10% Assists with the college payroll and federal work study program by auditing student work hours in Timeclock plus.
- E 5% Provides customer service by answering the telephone, transfers calls, and channeling them to proper department/party.
- E 5% Performs secretarial duties including correspondence for supervisor, and travel arrangements/ appointments, preparation of requisitions and invoices.
- N 5% Performs other duties as assigned.

**Performance Measurements:**

1. Provides accurate information to parents and students about the financial aid processes; with minimal supervision.
2. Gathers and evaluates all of the required government paperwork for incoming FAFSAs; on a daily basis, to complete process within a week.
3. Prepares outgoing correspondence daily to parents/students to advise them of requirements necessary for FAFSA; with a completion time of one week.
4. Provides excellent customer service to constituents; based on customer satisfaction.
5. Secretarial duties will be conducted in a timely manner; meeting required deadlines.
6. Performs duties, as assigned; with minimal supervision.

**Knowledge and Skills:**

Experience Six months to two years of similar or related experience.

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Education	Associate's degree.
Interpersonal Skills	Work normally involves contacts with persons beyond immediate associates generally regarding routine matters for purposes of giving or obtaining information which may require some discussion. Outside contacts take the form of service to the public (students, visitors or vendors) requiring ordinary courtesy in providing assistance and information.
Other Skills	Knowledge: Microsoft Office applications General office procedures Critical thinking  Skills: Excellent written, oral, electronic, and interpersonal communications skills are essential Courtesy, tact, confidentiality, and diplomacy and essential elements of the job Maintain a professional work environment. Excellent customer service Giving attention to what others are saying, taking time to understand the points being mad, asking questions as appropriate Proficient in Microsoft Office applications e.g. Excel, Word and Outlook Must be detail oriented, and organized  Abilities: Learn additional software, computer programs, and navigate government websites. Maintain confidential information in a professional manner according to FERPA regulations. Multi-task. Learn the processes and procedures of Financial Aid Work with frequent interruptions. Prioritize work
Physical Requirements	Physical requirements are based on an 4 hour work day and may vary slightly.  Sitting for a period of 1 hour at one time with a total of 2 hours Standing for a period of 1 hour at one time with a total of 1 hour Walking for a period of 1 hour at one time with a total of 1 hour Lifting up to 10 lbs occasionally Carrying up to 10 lbs occasionally Repetitive Action: use of right and left hand for simple grasping and fine manipulating, and frequent keyboarding Bending, squatting, and reaching above shoulder level occasionally
Work Environment	Regular exposure to favorable conditions such as those found in a normal office.

**Disclaimer:**

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This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee, and at no time does the job description constitute a contract. The college may exercise its employment-at-will rights at any time.

**This Job Description is not a complete statement of all duties and responsibilities comprising the position.**

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Printed Employee Name

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Date

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Employee Signature