



POSITION ANNOUNCEMENT

Financial Aid Assistant

Applications are being accepted for the Financial Aid Assistant position. This position represents the face of the College to current and prospective students, and parents and establishes a connection for customers to the Financial Aid Office.

Normal Weekly Hours: 40 for 12 months per year. Work hours between the hours of 7:30 a.m., end time 6:00 p.m. Hours will vary due to operational situations. Coverage is needed in the Financial Aid area until 6:00 p.m. Monday – Thursday.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Associate's degree required in accounting, business or a related area.
- Previous office experience desired.

Necessary Knowledge, Skills, and Abilities:

- Excellent interpersonal skills along with a customer service focus are an important part of the position as well as the ability to understand the importance of confidentiality with respect to FERPA regulations and how they apply to the position.
- The position also requires the ability to multi-task, be flexible, and adjust priorities.
- Must have excellent computer skills as appropriate for the area as well as having the ability to update skills based on new computer technology. This includes proficiency in the Microsoft Office Suites programs.

In accordance with the School Support Personnel Agreement, this positions starting salary is \$28,516.80. A complete job description is attached.

Interested candidates should submit an application, cover letter and updated resume, in Word or PDF format, to careers@northweststate.edu using subject line "Financial Aid Asst."

Office of Human Resources
Northwest State Community College
22600 State Route 34
Arcbhold, OH 43502
EOE M/F/D/V

Northwest State Community College is an Equal Opportunity Employer and educator that does not discriminate on the basis of race, color, national origin, sex, sexual orientation, genetic information, religion, age, disability or military status in employment or the provision of services.

In accordance with the Americans with Disabilities Act, it is the policy of Northwest State Community College to provide reasonable accommodations to persons with disabilities. When contacted for an interview, an applicant who requires special accommodations due to a disability should notify the Human Resources office at the time he/she is contacted so that proper arrangements can be made for the interview.

Posted: 7/17/2019



POSITION TITLE: Assistant - Financial Aid
DEPARTMENT: Financial Aid
SUPERVISOR: Director - Financial Aid
GRADE LEVEL: Support

Normal Weekly Hours: 40 for 12 months per year. Work hours between the hours of 7:30 a.m., end time 6:00 p.m. Hours will vary due to operational situations. Coverage is needed in the Financial Aid area until 6:00 p.m. Monday – Thursday.

GENERAL PURPOSE

This position represents the face of the College to current and prospective students, and parents and establishes a connection for customers to the Financial Aid Office.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Responsible for understanding and complying with federal, state, and institutional regulations and policies.
2. Advise walk-in clients by providing them with financial aid information and answering their questions, including helping students fill out the FAFSA, completing financial aid forms, appeals, MPN and loan counseling, etc.
3. Answer telephones for the office and advise clients via telephone.
4. Responsible for understanding of FERPA laws and the ability to explain them to students and their parents.
5. Assist students with understanding their MyNSCC portal and online tracking/award letter process.
6. Collection and data entry (into the Banner system) of all incoming forms (taxes, student data form, verification worksheets, etc.) and verifying that the information on these forms are complete.
7. Respond to office emails (personal account and finaid account) multiple times daily.
8. Contribute with processing student verification as time permits (student walk-ins and phone calls are first priority).
9. Assist with mailing and other student notifications.
10. Assist with reconciling Financial Aid programs.
11. Assist with management of student files and filing of student files.
12. Position must be cross-trained to support in all functions of the area.
13. Schedule appointments.
14. Assist with any other processes and procedures as needed.
15. Other similar duties as assigned.

QUALIFICATIONS

Education and Experience:

- Associate's degree required in accounting, business or a related area.
- Previous office experience desired.

Necessary Knowledge, Skills, and Abilities:

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SUPERVISION EXERCISED

None

RESPONSIBILITY FOR PUBLIC CONTACT

This position will have continual contact with the public.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.