



**DATE ISSUED:** 09/05

**FLSA:** Non-Exempt

**PTO:** COVS

## **JOB DESCRIPTION**

### **TITLE**

Financial Aid Assistant

### **JOB SUMMARY**

Performs specialized clerical duties in the processing and tracking of financial aid applications, loans, and other forms. Assists students in the completion of forms and explains procedures. Work is performed under general supervision and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### **ORGANIZATIONAL RELATIONSHIPS**

*Reports to:* Director of Financial Aid

*Supervises:* May supervise clerical staff and Student Assistants

### **PRIMARY DUTIES** - *May include, but not limited to the following:*

Processes financial aid checks and awards.

Processes, routes, and enters data from financial aid forms.

Prepares grant reports and enrollment reports.

Responds to queries by phone, memorandum, and in person.

Explains policies and procedures.

Assists with financial aid information presentations.

Performs additional job-related duties and responsibilities as requested.

### **ADDITIONAL DUTIES**

Performs other duties as requested.

**EDUCATION**

High school diploma or equivalent required. Bachelor's degree preferred.

**EXPERIENCE**

One year of general office experience required. Financial aid and customer service experience preferred.

**KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:**

Working knowledge of office practices and methods.

Ability to perform mathematical calculations and/or verify information accurately.

Positions involving typing, word processing or key entry may require an ability to pass a typing/word processing assessment.

Ability to coordinate work with other employees, providing direct instruction or supervision as assigned.

Ability to use a personal computer keyboard and read a personal computer screen.

Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.

Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.

Ability to communicate effectively orally, by phone, in person, and in writing.

Ability to represent the department and University in a friendly, courteous, and professional manner.

Ability to respond to emergency situations in a timely manner.

Ability to operate essential office equipment that is necessary to perform the functions of this job.

**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.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must have the ability to operate a personal computer and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include ability to distinguish the nature of objects by using the eye. May be required to sit for long periods of time.

**WORK ENVIRONMENT**

Employees are responsible for performing their duties in an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed primarily indoors in an office setting. The noise level in the work environment is low to moderate. The employee may be required to travel. Hands, body, and mind dexterity required.

**SAFETY**

Assists in the creation of a culture of safety and environmental protection by performing work safely in accordance with departmental safety procedures. Operates equipment safely and reports any unsafe work conditions or practice to supervisor.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

***Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.***

***Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran's status, or against qualified disabled persons.***

***All positions at Texas Woman's University are deemed security sensitive requiring background checks.***