CLASS SPECIFICATION
Financial Aid Program Assistant

FLSA Status:    Non-exempt
EEOC Job Category:  Office and Clerical
Union Representation:  Represented

GENERAL PURPOSE
Under supervision, performs a variety of outreach, recruitment, and general program duties, in support of the Financial aid Program and performs related duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Attend scheduled college and community events representing Long Beach City College and conducting outreach and recruitment for the LBCC Financial Aid Department.

2. Disseminate LBCC Financial Aid information/materials including but not limited to LBCC specific financial aid applications as well as State and Federal Financial Aid Applications and information.

3. Responsible for the compilations of Financial Aid information and items for use in the Financial Aid Department and at outreach/recruitment events.


5. Provide assistance to students, potential students, staff and public at a public counter, and via telephone; regarding Financial Aid programs, financial aid applications, schedules student appointment with counselors, make referrals to applications, schedules student appointment with counselors, make referrals to staff in the financial aid department and or to other areas of student services.

6. Answers routine questions regarding financial Aid program requirements, services, and applications.

7. Assists in the daily administration of the Financial Aid Office; answers, screens and routes telephone calls, takes and distributes messages; greets and directs visitors to the appropriate staff member; or student services departments, researches and responds to routine questions regarding program requirements and operations according to established procedures or refers to appropriate staff member.

8. Performs other duties as assigned.

QUALIFICATIONS
Knowledge of:
1. Financial Aid program objectives, administration and regulations.
2. Registration procedures at the college.
3. Operation of standard business software and equipment.
4. Basic principles and practices of customer service and possess interpersonal skills.
5. Correct English usage, including spelling, grammar and punctuation.
6. Modern office applications, practices and procedures.
7. Principles and practices of sound business communication.

Ability to:
1. Relate effectively to economically and educationally disadvantaged students.
2. Represent the Financial Aid Programs in the community.
3. Motivate potential students.
4. Understand, interpret, articulate, and apply District and program policies and procedures.
5. Operate a computer using word processing and other business software and other standard office equipment.
6. Establish and maintain effective working relationships with District management, staff, students, the public and others encountered in the occurrences of work.
7. Prepare and maintain accurate and complete records and files.
8. Communicate clearly and effectively, orally and in writing.
9. Understand and follow written and oral instructions.
10. Work evenings and weekends.
11. Maintain confidential records and information.
12. Exercise tact and diplomacy in dealing with sensitive and complex issues, situations and individuals.

Education, Training and Experience:
A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D equivalent; and one year of responsible customer service or business experience or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:
A valid California driver’s license and the ability to maintain insurability under the District’s vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

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

Physical Demands

While performing the duties of this job, employees are regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to stand and walk. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, incumbents are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math/mathematical skills; learn and apply new information and skills; perform work on multiple, concurrent tasks; work with constant interruptions, and interact with District management, staff, students, the public, and others encountered in the course of work.

WORK ENVIRONMENT

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

The employee works under typical office conditions, and the noise level is usually quiet.