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Student Financial Services Assistant (Full-Time, 12 months)

Office of Student Financial Services

Position Summary: Working independently and collaboratively, the Student Financial Services Assistant provides a broad range of complex and skilled clerical and administrative services for the Office of Student Financial Services. Duties may require specialized knowledge and are confidential in nature, such as the intake and initial review of financial aid application documents and handling of cash and/or check payments. The Student Financial Services Assistant staffs the public area of the Office of Student Financial Services, providing helpful customer service to students and others requiring information and assistance regarding financial aid programs and application processes along with payment processes.

Qualifications: Requirements include: High school graduate, some college preferred; a minimum of 3 years of office experience; strong computer skills and ability to use advanced functions in Microsoft Office applications; personal affirmation of the Christian mission of Westmont College, the Community Life Statement and adherence to its behavioral expectations. Other requirements include: ability to maintain the highest level of integrity while working with sensitive and confidential information; ability to serve the needs of others while maintaining focus on details and deadlines; must maintain flexibility and organization with multiple projects; ability to multi-task with accuracy and reliability, plan, organize and complete assignments without the need for close supervision; excellent written and verbal communication skills; ability to work effectively with co-workers, students, parents and others by sharing information in a helpful, constructive and positive manner.

Responsibilities:

- Serve as the initial contact for the Office of Student Financial Services, appropriately responding to questions and needs directly or referring individuals/ issues to others. Serve as a helpful and knowledgeable resource to students, families, staff, faculty and other community contacts.
- Provide administrative support to the Director and other members of the Student Financial Services staff including: composing, typing and editing a variety of correspondence and documents; providing office and telephone reception; making arrangements for meetings, travel and lodging; receiving, screening, and distributing mail; coordinating outgoing mailings; producing and distributing promissory notes and disclosure documents for Westmont College Loans.
- Maintain and control confidential student files and records. Intake and initial review of applications and documents. Track financial aid applications, review documents for completeness and accuracy, and request additional documentation when appropriate. Ensure that records are complete and accurate for office use and the annual audit.
- Keep clear and accurate records of outside scholarship funds received, reconciling with Business Office records.
- Utilize PowerFaid (financial aid management) and Colleague (student account management) in order to research questions and provide accurate information to students and parents. Enter data and maintain in PowerFaid.
- Provide information in response to inquiries from students and parents regarding federal, state and institutional aid programs.
- Provide Payroll with information regarding recipients of Federal Work-Study awards.
- Monitor Federal Work-Study earnings to ensure compliance. On a bi-weekly basis, send student workers and their supervisors Federal Work-Study notifications.
- Maintain office inventory and order supplies. Arrange for payment of invoices via VendorLink.
- Attend workshops to become and remain familiar with the financial aid programs.
- Expectations for workplace demeanor include but are not limited to: working collaboratively and harmoniously with co-workers, customers and others by sharing ideas and resources willingly, constructively and positively; adaptable to demands outside normal duties as requested; listening to and objectively and respectfully considering the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments; keeping your supervisor and others who may be

affected informed about work progress; addressing problems willingly and constructively to discover practical and lasting solutions acceptable to all parties; working promptly toward reconciliation and forgiveness during conflict; respecting the diversity of our community in words and deeds.

- Other duties and special projects as assigned.

Reports to Director of Student Financial Services

9.2021