Administrative Assistant I, Office of Financial Aid
Job Description

Pay Grid:	**A1**
Status / FLSA Status:	Full Time / Nonexempt
Classification:	Support Staff
Department:	Financial Aid
Reports to:	Director of Financial Aid
Work Location:	Main Campus, Oglesby, IL
Hours of Work:	Monday through Friday, between 8am and 4:30pm, T/W to 7pm, occasional evening events

POSITION SUMMARY: Provide administrative support for the Office of Financial Aid while maintaining the confidentiality of the department and ensuring excellent customer service is provided. In addition, works closely with the Director of Financial Aid in developing and implementing ongoing Financial Aid policies, procedures, and other activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

A. Serve as initial point of customer-service contact for persons contacting the Financial Aid Office: in-person, telephone, e-mail. Coordinate appointments and scheduling of office personnel. Respond to routine financial aid inquiries and assist students with determining the status of their FAFSA by reviewing applicable institutional and Federal Student Aid systems.
B. Execute general correspondence and inter-office communications via mailings, e-mail, internet, display racks, bulletin boards, TVs. Develop and/or order, distribute, and inventory Financial Aid Office consumer information.
C. Compose correspondence and complete financial aid-related forms (e.g., Public Aid, Dislocated Workers Center, Business Employment Skills Team, etc.) requiring knowledge of office policies and procedures, subject to review by the Director. Sign selected correspondence and requisitions on behalf of the Director, as directed.
D. Coordinate the information sharing between the Financial Aid Office and other agencies (internal and external) issuing financial assistance or having information pertinent to the Financial Aid Office (e.g., Project Success, Development Office, Cashier, etc.).
E. Create and maintain multiple intermediate databases and/or spreadsheets for specific Financial Aid Office functions and record keeping (e. g. Attendance Verification, Loans, Book Vouchers, Trustee Tuition Waivers, Federal Work Study/College Employment, Appeals, etc.).
F. Create and maintain documents for correspondence with Financial Aid applicants (e.g., Document Tracking, Suspends, Appeals, Loan Information, Awarding, etc.).
G. Post data entries to Colleague received from Cashiers, Bookstore, Accounting, etc.
H. Maintain the Financial Aid Office's paper and electronic filing systems. Coordinate major filing, scanning, document organization, archiving, and records disposal projects in accordance with applicable institutional records-retention and disposal requirements.
I. Coordinate the placement and hiring process of student employees. Assist the Director and staff in coordinating student employee work schedules to ensure appropriate office coverage and meet departmental needs.
J. Review, maintain, and remediate Financial Aid electronic documents, forms, communication, and web content to meet applicable digital accessibility standards and requirements. Coordinate ongoing accessibility reviews and corrections for Financial Aid materials and serve as the department's primary contact for accessibility and remediation efforts.
K. Recommend and collect agenda items for weekly Financial Aid Office meetings and maintain a record of meeting minutes. Attend and participate in other office meetings as needed.

OTHER DUTIES AND RESPONSIBILITIES:

- Review and maintain department-related web pages and e-mail address (financialaid@ivcc.edu).
- Assist with Financial Aid supported events.
- Assist with hiring of Financial Aid student workers.
- Participate in campus wide teams and committees as appropriate.
- Perform other duties as assigned by the Director of Financial Aid.

SUPERVISORY RESPONSIBILITIES: This position has no supervisory responsibilities.

QUALIFICATIONS: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. High school diploma or equivalent required.
2. Strong oral and written communication skills, along with excellent organizational skills required.
3. Proficiency in Microsoft Office including Excel, Word and Access, & Publisher required.
4. Two (2) years of clerical and/or administrative assistance experience required.
5. Ability to work within a team environment required.
6. Customer Service experience required.
7. Associate Degree preferred.
8. Familiarity with an ERP system; Ellucian Colleague preferred.
9. Previous experience working in higher educational institution preferred.

PHYSICAL DEMANDS / WORK ENVIRONMENT: *The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

Physical demands for this position include some light lifting and the ability to stand, sit, walk, reach, stoop, bend, push, pull, kneel, climb, use hands and fingers, and talk / hear for extended periods of time.

The work environment for this position includes a typical office environment with no extremes in temperature, noise, and limited physical risk.

The position is “at will”, which means that either party may terminate the employment relationship with or without cause, for any reason or no reason at all, immediately upon notification given to the other party.