

**ADMINISTRATIVE ASSISTANT, STUDENT FINANCIAL AID,**  
**PALESTINE**

**GENERAL STATEMENT:**

Perform duties of a routine or semi-routine nature within the financial aid office.

**REPORTS TO:**

Financial Aid Associate and Counselor/Assistant to the Provost

**OCCUPATIONAL GROUP:**

Secretarial and Clerical

**FLSA:** Non-exempt

**QUALIFICATIONS FOR APPOINTMENT:**

**EDUCATION:**

High school diploma or GED.

**LICENSE OR  
CERTIFICATION:**

None

**EXPERIENCE:**

Three (3) years recent work experience in an office setting.

**OTHER:**

Extensive computer skills; Good organizational and telephone skills; Ability to operate all office equipment; Good public relations skills; Ability to work well under pressure and to handle frequent changes in priority.

**DUTIES AND RESPONSIBILITIES:**

- Answer financial aid telephone.
- Prepare general business correspondence using current standards and software.
- Use computer to extract and retrieve information concerning student financial aid.
- Provide information and answer questions regarding financial aid.
- Distribute forms related to financial aid.
- Assist students with federal financial aid documentation.
- Inform students of regulations concerning all financial aid, including admission requirements, dropping courses, failing courses, class attendance, withdrawing from school and transferring.
- Other duties as assigned by appropriate supervisory personnel.

**PHYSICAL REQUIREMENTS:**

Within the general range of an office environment.

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*The above job description has been reviewed with the employee and specific duties and responsibilities were explained. It was also explained that all questions concerning duties, responsibilities, working conditions, hours, etc., should be directed to the immediate supervisor.*

\_\_\_\_\_  
*Employee's Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Supervisor's Signature*

\_\_\_\_\_  
*Date*

*All TVCC positions are security sensitive and require a criminal background check.*

*Approved: 9/18/07*

*Revised: 10/25/11*

JD392