

ADMINISTRATIVE ASSISTANT, STUDENT FINANCIAL AID AND VETERAN'S SERVICES

GENERAL STATEMENT:

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

REPORTS TO:

Director of Student Financial Aid and Veteran's Services

OCCUPATIONAL GROUP:

Secretarial and clerical

FLSA: Non-exempt

QUALIFICATIONS FOR APPOINTMENT:

EDUCATION:

High school diploma or GED

LICENSE OR CERTIFICATION:

None

EXPERIENCE:

One (1) year experience in the secretarial field required. One (1) year experience in a financial aid office preferred.

OTHER:

Computer/word processing and typing skills (45 wpm net); 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 main financial aid telephone line.
- Determine the needs of persons calling or coming to the student financial aid office and direct them to the appropriate financial aid personnel.
- Other duties as assigned by appropriate supervisory personnel.

PHYSICAL REQUIREMENTS:

- Within the general range of an office environment.

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: 07/06/04

Revised: 08/25/2011