Nashville State Community College

Position Description

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| Position Title | Financial Aid Clerk  |
| PositionNumber | 059003 |
| JobGrade | 102 |
| Department | Financial Aid |
| Division | Student Services |
| ReportingRelationship | Director of Financial Aid |
| Origination Date | 9/25/2020 |
| Revision Date |  |

**POSITION SUMMARY**

To assist with walk in traffic and data entry in the Financial Aid Office and other duties as assigned.

**ESSENTIAL JOB FUNCTIONS/TYPICAL JOB DUTIES AND RESPONSIBILITIES**

Serve as main front desk person, greeting students and assisting in computer lab

Serve as official back up to the financial aid general email box as needed.

Data entry of incoming documents – this includes placing documents where they belong and/or pulling files for counselors

Assists visitors and callers by providing information or conducting/routing them to the appropriate person.

Assists with departmental mailings, ensures timely processing of letter mailings.

Assists with creating student files

Ensures signage around office are up to date and valid

Reads and determines disposition of incoming documents.

Processes Purchase orders for the office and assists with travel arrangements

Monitors the Financial Aid texting system

Performs other duties as required.

**REQUIRED QUALIFICATIONS**

High school diploma or educational equivalent

Previous work experience in an office setting

Knowledge of word processing and spreadsheet applications (Microsoft products preferred)

**PREFERRED QUALIFICATIONS**

Associates degree or higher

Prior experience in Banner and/or Financial Aid

Experience with Travel & Purchases

Previous experience working in Higher Education

**KNOWLEDGE, SKILLS AND ABILITIES**

Computer skills

Ability to maintain effective working relationships with faculty, staff and the general public

Effective time management/organizational skills

Strong customer service skills

**WORK HOURS**

37.5 hours per week