

MOTLOW STATE COMMUNITY COLLEGE

is accepting applications for the following position:

Financial Aid Clerk

Moore County Campus

Position number: #335
Salary: \$26,000 - \$30,000
Application Deadline Date: Until Filled

Motlow State is a fast growing college in Tennessee. We are located in the beautiful rolling hills of middle Tennessee and have four campuses that serve students from eleven counties. We offer a comprehensive benefits package that includes an excellent retirement package from the state of Tennessee, 401K plan with match, thirteen paid annual holidays in addition to annual and sick leave days, health and dental insurance, tuition discounts, and state employee discounts.

Minimum Qualifications:

- Minimum high school diploma or equivalent; and,
- Working knowledge of Microsoft Office (Word, Excel and Outlook) are required; and,
- Excellent interpersonal and communication skills, and commitment to customer services are required; and,
- Basic knowledge of the financial aid process at Motlow College, and the ability to locate answers to college-wide questions via the college website, data base and various resource materials in order to respond to frequently asked questions; and,
- Must be available to work some evening and weekend hours.
- Some travel to other Motlow State campuses may be required as needed.

Preferred Qualifications:

- Two (2) years' experience in a higher education setting working with financial aid; and,
- Experience with BANNER Financial Aid system and automated processes.

General Function:

The Financial Aid Clerk reports to the Executive Director of Financial Aid and is under moderate supervision, and serve as the front-line personal contact for students and others with questions regarding the financial aid process at Motlow State Community College.

Major Duties and Responsibilities:

(Duties and responsibilities listed are examples of work performed and may be modified as needs of the College may dictate.)

- Works on the Moore County Campus.
- Assists visitors with general information and resources to answer frequently asked questions related to the financial aid process.
- Answers incoming calls requiring routine financial aid information and routes detailed inquiries to the appropriate individual or department.
- Operates a computer terminal and hardware to input and retrieve information from a variety of programs and student record systems.
- Utilizes standard office software applications to prepare information and corresponds via email with applicants, students, parents, community, and other college departments.
- Responsible for maintaining the general office email account.
- Assist with office budgets.
- Maintain inventory of financial aid related information sheets from the Dept. of Education for distribution to applicants.
- Assist with financial aid department office inventory of supplies.
- Assist with the maintenance of the master office staff calendar.
- Assist with the processing of incoming mail for the financial aid office and routes to appropriate individual for processing.
- Maintains student files and correspondence according to established procedures.
- Assists students/parents with the Free Application for Federal Student Aid (FAFSA).
- Assists students/parents in completing financial aid verification requirements.
- Reviews initial documents for accuracy and processes accordingly as they are received.
- Provides financial counseling to new applicants and continuing students.
- Monitors and maintains integrity and confidentiality of data.
- Assist with questions from student/parent which may require detailed explanation.
- Maintains a general knowledge of requirements regarding financial aid.
- Use the imaging system BDMS (Banner Document Management Suite) to scan, index, and retrieve student documentation.
- Communicate effectively and appropriately.
- Maintain files accurately, in paper and in software programs.
- Assists with managing and completing various reports.
- Assist in contacting financial aid applicants to encourage the completion of financial aid requirements.
- Performs various other clerical duties as assigned by the Executive Director of Financial Aid.

To ensure consideration, interested applicants must submit an application and resume **online** at <https://tbr.csod.com/ats/careersite/search.aspx?site=7&c=tbr> . Once the online application is complete and a resume is uploaded online, a confirmation email will be sent to the applicant verifying receipt of the application.

Human Resources Office, Dept. 200
 Motlow State Community College
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