

JOB TITLE: Financial Aid Lab Assistant
WORK AREA: Welcome and One Stop Center-Computer Lab
AREA HOURS: 10 a.m. – 4 p.m.

JOB RESPONSIBILITIES, DUTIES:

The Financial Aid Lab Assistant provides support for students seeking financial aid assistance. Duties include helping students who stop in the lab, completing large office mailings and running errands. The candidate for this position should possess the ability to work with computers, assist students with financial aid questions or the ability and willingness to direct them to the appropriate person. The employee will be asked to assist students with submitting and/or correcting the FAFSA, completing the loan acceptance process, reviewing their award letter, and billing information, etc. on eServices, along with performing other duties as assigned. The employee needs to be welcoming, helpful, organized, able to work under pressure, and aware of what is happening in the lab area. The student employee is a crucial member of the financial aid team.

DUTIES:

- Pleasantly and promptly greet students and make them feel welcome. Help students and family members who have limited computer skills.
- Maintain student confidentiality. Some examples of this would be not discussing students or their situations outside work, not discussing student information with others who have not signed a release of information.
- Direct students to the appropriate staff member.
- Answer the phone professionally and with a smile.
- Provide clerical support to financial aid staff as needed, such as help with mailings, copy forms, emails, etc.

PERFORMANCE EXPECTATIONS/CONDUCT:

The assistant's first responsibility will be to greet students and/or parents and make them feel welcome. A second responsibility is to assist the student with applying for financial aid. You may also need to answer questions, refer students to other resources or campus services, while keeping in mind that student confidentiality **MUST** be maintained.

Other Details:

- Schedule changes must be communicated to the supervisor or lead worker.
- You may take a fifteen-minute break for every four consecutive hours you work.
- Limit time spent making personal phone calls, text messaging, Facebook, etc. preferably these should be handled while off-duty. Refrain from playing games and watching TV or movies online during work hours.
- To help maintain professionalism, avoid inviting friends to drop by and see you while you are working.
- Refer friends to a Financial Aid Specialist for assistance with FAFSA issues.
- Dress neatly and suitable for office work.
- Keep the work area tidy and organized. Sanitize computer workstations at the end of each shift. Empty trash in the lab area each week, shred confidential "trash" daily.

NUMBER OF STUDENT'S NEEDED:

Academic Year 1-2

Summer (June-August) 1-2

TYPICAL WORK HOURS:

X Daytime Evening Weekends

PERFORMANCE REVIEW:

Students are eligible for a wage increase after they have worked 200 hours and based on a performance evaluation. The area supervisor will assess the student employee's performance, work attendance and attitude as it relates to the job tasks, RCTC values, service attributes, core outcomes, and interaction with students, staff, and visitors.

TO INTERVIEW FOR THIS POSITION, CONTACT:

Contact Person: Cheryl Klingsporn Morgan and Melissa Pentz

Location: WOSC—Computer Lab

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