

MARIST COLLEGE

Office of Human Resources

Student Financial Services Assistant (CL-3)

Department

Student Financial Services

Summary

In support of the Department of Student Financial Services, perform a wide variety of clerical and technical functions, specifically concerning available loans and student financial aid.

Duties and Responsibilities

- Serve as a point of contact over the phone, in person and online, for students, parents, faculty, staff and the general public. Answer questions as able or refer inquiries to appropriate person
- Address routine student/parent inquiries regarding financial aid and loan programs. Follow up over phone when appropriate.
- Assist in the processing, canceling and transmitting of financial aid loans
- Prepare student files for verification
- Maintain and update both electronic and hard-copy student files
- Schedule office appointments and maintain calendars as applicable
- Create and update office correspondence as needed
- Process and confirm Athletic contracts, assuring compliance with NCAA regulations
- Maintain knowledge of state and federal regulations pertinent to position
- Consistently demonstrate courtesy, tact, professionalism, strong customer services skills, and the ability to handle difficult people
- Possess intimate knowledge of entire institution
- Perform other job-related duties as required

Requisite Skills

- 1C-Advanced Reception/Response
Consistently demonstrates ability to independently provide routine and non-routine responses and detailed information from inquiries (telephone, e-mail, or in-person). May be asked to broadcast information or answers. Directs visitors as needed
- 5A-Basic Written Communication
Consistently demonstrates ability to generate or update correspondence from templates or samples, utilizing a working knowledge of supported word processing software
- 7B-Intermediate Record and Data Processing
Consistently demonstrates ability to process routine forms and records quickly and accurately, using multiple programs, and investigate and resolve problems such as missing or inaccurate data. Consistently demonstrates attention to detail
- 15C-Advanced Interpersonal Communication
Consistently demonstrates high communication skills, and sensitivity to the concerns or interests of others in conveying information. Demonstrates the understanding of factual information and the use of persuasion tactics to help others identify solutions or possible alternative courses of action
- 16A-Basic Judgment
Consistently demonstrates ability to reference operational procedures within department on routine matters and select suitable response with minimal guidance
- 18A-Basic Organizational Knowledge
Consistently demonstrates working knowledge of immediate work area and department
- 20B-Intermediate Regulatory Knowledge
Consistently demonstrates comprehensive knowledge of laws and government regulations and enforcement systems that apply to department's operation