

FEDERAL WORK STUDY PROGRAM

College Financial Aid Worker

Location: Flint 7:30am-6pm Hourly Rate: $10.00

Supervisor: Sheniqua Davison

Under general supervision, provides assistance to students, instructors, staff members and the general public while working in the Financial aid office. Greets college visitors in a pleasing manner; determines the nature of their business, and provides appropriate information to other employees as needed; answers, screens and routes telephone calls promptly and courteously to appropriate staff; delivers complete, accurate and legible messages in a timely manner. Properly responds to all inquiries and requests for information in a courteous and timely manner.

Assists with maintaining an orderly and clean environment in and around the office; provides administrative support such as typing, filing, ordering supplies, shredding documents, data entry, processing mail, etc.

Accepts direction and feedback from supervisors and follows through appropriately.

Works when scheduled; begins and ends work as expected; calls in according to policy when arriving late for work or when absent; observes policies on break and lunch periods; uses work time appropriately.

Demonstrates eagerness to learn and assume responsibility; seeks out and accepts increased responsibility; displays a "can do" approach to work.

Shows persistence and seeks alternatives when obstacles arise; seeks alternative solutions; does things before being asked or forced to by events.

**Minimum Qualifications:**
Self-starter, excellent interpersonal and customer service skills; highly organized, strong verbal communications skills. Knowledge of proper phone etiquette; ability to maintain professional dress; knowledge of phone system operation; and knowledge of college activities and operations; ability to utilize a copy and fax machines; must be detailed oriented.