

**TITLE:** Financial Assistance Clerk  
**DEPARTMENT/DIVISION:** Financial Aid/Fiscal Affairs  
**REPORTS TO:** Director of Financial Assistance  
**CLASSIFICATION:** Classified

## **POSITION SUMMARY**

The Financial Assistance Clerk works under the direction the Director of Financial Assistance. Responsibilities include a variety of duties associated with assisting students and staff in completing financial aid applications, processes and related functions. This position primarily works on campus; however, the position could be moved to work remotely as determined by the college.

## **SEMINOLE STATE COLLEGE MISSION AND VALUES**

- All employees will represent Seminole State College in the most positive manner with prospective, former and current students, clients, suppliers and the community we serve. Interacts effectively with a diverse group of faculty, staff, students and other customers of our services, learns and uses operating practice of Seminole State College.
- All employees will uphold the Mission Statement: Seminole State College empowers people for academic success, personal development, and lifelong learning.
- All employees will perform job duties utilizing SSC's core values: Compassion, Opportunity, Respect, and Excellence.

## **PRINCIPAL DUTIES AND RESPONSIBILITIES**

- Assists students and staff with financial aid functions:
  - Provide information and assistance to students regarding financial aid program requirements and procedures, and answer general financial aid questions;
  - Assist them with completion of applications and provide direction in further handling of applications and related forms;
  - Provide students with scholarship information and assist in the completion of required forms and processes
  - Assist students with information and methods necessary in special circumstances
  - Determine eligibility status, review financial aid data, and input data into student information computer system;
  - Advise students of issues that may need to be resolved in order to receive, continue or reinstate eligibility
- Receives, reviews and responds to phone calls and correspondence, including departmental email and voice mail messages.
- Coordinates the flow of student traffic in the office.
- Maintains office supplies and monitors the proper functioning of equipment.
- Performs data entry, scanning, copying, filing and bulk mail preparation.
- Participates in special projects on an as-needed basis.
- Demonstrate confidentiality, integrity and ethical behavior in working with financial aid related information.
- As appropriate, interpret, apply and comply with federal, state and institutional regulations governing student financial aid; maintain current working knowledge of guidelines/regulations related to financial aid.
- Provide exemplary customer service.
- Other duties as assigned by supervisor.

**OTHER DUTIES AND RESPONSIBILITIES:**

- Generates reports as needed.
- Participate in meetings and events as assigned.
- Performs other functions as necessary or as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

**Knowledge:** High school diploma or equivalent required; Associate degree preferred; minimum of one year of clerical or related experience; prior financial aid experience preferred; knowledge of and experience with routine office procedures and equipment; computer literacy, including proficiency with word processing and spreadsheet applications.

**Skills:** Excellent organizational skills; accurate and detail orientated with ability to prioritize information in a timely manner; solid communication skills (written, oral and active listening); strong interpersonal skills; able to work effectively in team situations.

**Abilities:** Requires the ability to perform all of the duties of the position efficiently and effectively; the ability to understand and accurately interpret federal, state and institutional guidelines; the ability to perform basic clerical duties; to effectively communicate with students, faculty and outside entities; ability to work with a diverse population, show understanding and exercise patience; demonstrated computational ability; ability to work on several tasks at a time; ability to respond effectively in a variety of situations.

Applications will be accepted until the position is filled. Salary is commensurate with education and experience. Benefits provided by the college include Oklahoma Teachers' Retirement, long-term disability, group health and dental insurance, and life insurance equivalent to two times the annual contract salary. Employment is subject to successful completion of a background check. *The filling of this position is contingent on the budget.*

To apply please send cover letter, resume, copies of all academic transcripts, and three current names and phone numbers of professional references to:

**Seminole State College**  
**ATTN: Human Resources**  
**P.O. Box 351**  
**Seminole, OK 74818**

*SSC is an EEO employer committed to multicultural diversity.  
SSC participates in E-verify.*

*Posted July26, 2021*