



Clark Atlanta University Job Description

Position Title:	SENIOR STAFF ASSISTANT
Employee:	
Department:	Financial Aid
Reports To:	<i>Assistant Vice President (AVP) of Financial Aid</i>

The following statements are intended to describe the general nature and level of work to be performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

General Function (Description):

The primary purpose of this position is to assist the AVP of Financial Aid by performing and coordinating a variety of administrative, internal and external public relations and office management tasks with varying degree of professionalism, complexity and confidentiality .

Examples of Duties and Responsibilities:

- Establish a liaison between the students and financial aid staff to ensure delivery of quality customers service.
- Develops and disseminates information to students and parents; Responsible for but not limited to answering the screening incoming telephone calls, disseminating incoming/outgoing mail according to internal office procedures;
- Coordinates coverage of the Office of Financial Aid Call Center.
- Receive and sort daily mail/deliveries/couriers. Must be able to lift 20 pounds to handle mail and supplies.
- Manage file room and supervise work study students.
- Monitor and maintain the operational office budgets and order supplies.
- Update appointment calendars and schedule meetings/appointments as well as handle logistical arrangements for meetings, appointments, workshops and travel.
- Perform other clerical duties such as filing, photocopying, collating, faxing etc.
- Maintain security by following procedures and controlling access (sign in sheets, date stamp official documents for Financial Aid AVP, etc.
- Coordinates coverage of reception area.
- Organize and maintain operational office files.
- Handle logistical arrangements for meetings, appointments, workshops and travel.
- Knowledgeable of the FERPA laws, specifically as they apply to this position, and other laws regarding records privacy, access laws and regulations regarding the release of information.
- Investigate customer complaints, report findings and mediate.

Knowledge, Skills and Abilities

- Supervision skills needed to monitor front desk staff and work study students.
- A working knowledge of BANNER a plus.
- Advanced skills in Microsoft Excel, Power Point and Word.
- Excellent analytical, oral and written communication skills.
- Outstanding people skills which include mediation and problem resolution; customer service; ability to critically analyze and resolve problems.
- Positive attitude and a friendly disposition.
- Working knowledge of Federal and State financial aid programs and regulations.
- Ability to handle multiple tasks and complete various projects within designated deadlines.
- The ability to quickly understand policies and follow procedures and work well in a fast paced environment.

Minimum Hiring Standards

Education	Bachelor's degree
Years of Experience Required	A minimum of three years in higher education enrollment services
Years of Management/Supervisor Experience	N/A

Employee

Date

Manager/Supervisor

Date

Human Resources

Date