

Perform related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

KNOWLEDGE OF:

- Rules, regulations, procedures, policies and function of federal, state and District financial aid programs
- Personal and financial problems encountered by college students and parents
- Financial and statistical record-keeping techniques
- Modern office practices, procedures and equipment
- College and community resources for students
- Applicable computer software such as word processing, data base, and spreadsheet programs
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Interpersonal skills using tact, patience, and courtesy

ABILITY TO:

- Interview and assist students applying for financial aid
- Understand and be sensitive to those of culturally, socioeconomically, and linguistically diverse backgrounds.
- Exercise reasonable judgment in unusual circumstances.
- Utilize and apply the technology of word processing, data base, and spreadsheet applications
- Learn and apply applicable sections of California Education Code and other law, District organization, operations, policies, and objectives
- Communicate effectively in English both orally and in writing
- Prepare and maintain confidential and complex records and files
- Work independently with general direction
- Meet schedules and time lines
- Establish and maintain cooperative and effective working relationships with others
- Keyboard at a level sufficient to meet the needs of the position
- Make arithmetic calculations quickly and accurately.
- Understand and follow oral and written directions.
- Plan and organize work

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level course work in business, accounting, social sciences, or related field and three years of increasingly responsible clerical experience involving a student services or related function.

LICENSES AND OTHER REQUIREMENTS:

Eligibility to access the National Student Loan Data System

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Human Resources & Equal Employment Opportunity

Some incumbents in this classification may be required to possess a valid CA driver's license and use of a personal vehicle.

PHYSICAL EFFORT/WORKING ENVIRONMENT:

Office environment; constant interruptions; dexterity of hands and fingers to operate a computer keyboard; sitting for extended periods of time; bending at the waist, kneeling or reaching to retrieve file records.