

Job Title: OPS Student Support Assistant

Compensation: \$15.75 - \$15.75

FLSA Status: Non-exempt

Salary Admin Plan: OPS (temporary-part-time)

Pay Grade: OPS Career Level 2

Position Summary:

Incumbents provide basic organizational or process information and services to students and prospective students. Responsibilities may include providing admissions information to prospective students; providing information on academic requirements and processes, financial aid, and registration processes; processing payments; reviewing documentation for alignment with College requirements; administering standardized tests, entering and tracking data; and maintaining records of results, activities, or student status.

Requirements:

Education:

High School Diploma or equivalent (GED).

Experience:

Two years clerical or office experience.

**An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job may be acceptable in lieu of those requirements listed above.*

Knowledge:

- Applicable academic programs, financial aid, extracurricular programs, and/or related services;
- Customer service principles;
- Recordkeeping principles;
- Computers and related software applications.

Skills:

- Providing program support;

- Maintaining confidentiality;
- Preparing and maintaining records;
- Using a computer and related software applications;
- Communication, interpersonal skills as applied to interaction with subordinates, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and
- receive work direction.

Physical:

- Positions in this class typically require: reaching, standing, walking, grasping, feeling, talking, hearing, seeing and repetitive motions.
- Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Responsibilities:

| These duties are a representative sample; position assignments may vary. | | Potential Frequency |
|---|---|----------------------------|
| 1. | Provides information to students on academic programs, financial aid, internships, careers, study abroad programs, and/or other related programs. | Daily 30% |
| 2. | Collects, reviews, and verifies financial data and academic records submitted by students. | Daily 30% |
| 3. | Processes student financial aid information, which includes: verifying eligibility for applicable Federal and State aid programs; compiling necessary documentation; and performing related activities. | Daily 25% |
| 4. | Prepares a variety of correspondence including award letters, applications, records, and/or related documents. Maintains records and databases. | Daily 15% |
| 5. | Performs other duties of a similar nature or level. | As Required |

Equal Access/Equal Opportunity

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