

Federal Work-Study Student Assistant Job Description

Job Title	Clerical Aide
Position Type	Federal Work-Study
Department	Financial Aid
Division	Student Services
Building/Room	A-Building, Room 105 (Hybrid- Part Remote, Part On-Campus)
Supervisor	Jackie Vo, Financial Aid Officer
Administrator	Angie Harris, College Director of Financial Aid

Purpose	To provide general office support to financial aid staff to achieve office goal to provide accurate, timely financial aid services to College of Alameda students. Student will learn the basic flow of the financial aid process, the role and responsibilities of the financial aid office in determining student eligibility, as well as gain fundamental knowledge of financial aid in order to assist peers with general inquiries, financial aid information and applications. The student will learn a variety of job skills while working on various projects, such as self-management, communication, problem solving, and assorted technology skills.
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Duties & Responsibilities	<ol style="list-style-type: none"> 1. Assists students regarding financial aid procedures & process. 2. Maintains and organized financial aid records and files. 3. Assist with student financial aid file retrieval and creation. 4. Assist with large volume outgoing correspondence to students. 5. Prepare student Financial Aid Appeals for Appeal Committee. 6. Assist the Financial Aid Supervisor on various projects and prepare reports. 7. Assist staff conducting financial aid hands-on workshops. 8. Assists students via Zoom to assist in completing FAFSA/Dream Act Applications. 9. Assist in creating or updating flyers and other office/student materials, copy and assemble material packets for distribution. 10. Assist staff to monitor inventory of supplies and printed material. 11. Assist staff to maintain clean and safe working area, and maintain secure office. 12. Maintains office equipment such as fax machines, copying machines, personal computers, and printers. 13. Maintains email account and voicemails, forwards to staff for response. 14. Assists staff with social media campaigns; creates posts; and download reports on campaigns. 15. Performs other duties and responsibilities as assigned.
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Minimum Qualifications	<ol style="list-style-type: none"> 1. Ability to work in fast-paced setting. 2. Must be able to file alphabetically and accurately. 3. Ability to be an effective communicator. 4. Demonstrates the ability and willingness to learn. 5. Familiar with social media.
Other Requirements	<ul style="list-style-type: none"> • occasional standing, walking, stooping, kneeling, squatting, and climbing stairs • occasional lifting and carrying up to 15 lbs. • occasional pushing and pulling up to 20 lbs. • occasional twisting of body • occasional use of manual dexterity • occasional use of tactile acuity • occasional use of visual acuity from a distance, with depth, and for color • frequent work at a rapid pace • frequent reaching, high, low, and level • frequent audio acuity at all ranges, including speech • frequent visual acuity for reading • constant sitting • constant use of clear oral communication • flexibility or ability to respond to multiple demands
Tools & Equipment Used	<ul style="list-style-type: none"> • computer • standard office machines and equipment • equipment that may be specific to an assigned discipline/functional area
Pay Rate	\$15.00 per hour
Position Length	Academic year based on availability of funds and student's financial aid eligibility