Financial Aid Administrative Assistant  
*Office of Financial Aid*

**POSITION SUMMARY**

Reporting to senior leadership in Financial Aid, the Administrative Assistant serves as the initial point of contact for all students, parents, and visitors to the Office of Financial Aid. The Administrative Assistant welcomes and acknowledges all visitors by anticipating and addressing their needs. They will answer and field incoming phone calls and emails using appropriate etiquette and projecting a positive attitude. As a member of the Financial Aid team, the receptionist will share the responsibilities to: update departmental calendars; prepare public spaces for visitors; utilize the software program PowerFAIDS for data; provide clerical support, including data entry, opening mail and preparing mass mailings.

This position is represented for purposes of collective bargaining by SEIU.

**SUMMARY OF DUTIES, RESPONSIBILITIES AND GOALS**

1. Provide exemplary customer service to all visitors & callers to the Financial Aid Office.
2. Maintain departmental calendars, schedule appointments, and keep abreast of critical changes and updates.
3. Manage the Financial Aid Office email account, sort and distribute incoming mail and faxes.
4. Open and close the office daily.
5. Review documents submitted by students and parents for completeness and accuracy.
6. Prepare and process confidential documentation for review by analyzing staff with integrity and discretion.
7. Assist the Financial Aid Coordinator with all data entry as necessary for application tracking, award generation and associated duties.
8. Maintain intricate electronic filing systems.
10. Manage and supervise student interns with assistance from the Financial Aid Coordinator.
11. Develop and maintain positive working relationships within the Offices of Admission, Financial Aid, Student Business Services and other campus departments.
12. Represents the College to students and parents at outreach activities.
13. Monitor the Financial Aid Office inventory and handle supply needs.
14. Perform other duties as requested or assigned.

**QUALIFICATIONS**

The candidate should genuinely enjoy assisting others and have the capacity to pleasantly, patiently, professionally, and confidentially interact with the public. They must communicate using clear and professional language, possess strong organizational abilities, and demonstrate exceptional customer service. The position requires 1-2 year's general office, hospitality, and/or customer service experience. Proficiency in Microsoft Office, Google platform, automated calendaring systems, and accurate data entry skills required. They must have the ability to work independently and
within a team of diverse individuals to support common goals. Experience in and familiarity with an academic environment is helpful.

**APPLICATION INSTRUCTIONS**

Please submit a resume and cover letter explaining how your qualifications meet the requirements of the position to resumes@oxy.edu

As a condition of hire for a staff position and for appointment to a faculty position, Occidental College requires that all candidates who have received a conditional offer of employment complete an application form (if they have not already done so) and consent to a background check. Satisfactory completion of a background check, along with pre-employment verifications and references are required as a condition of employment, but only as permitted by federal, state, and local law, including the City of Los Angeles Fair Chance Initiative for Hiring Ordinance.

We will consider for employment all qualified Applicants, including those with Criminal Histories, in a manner consistent with the requirements of applicable state and local laws, including the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance.

7/26/2021