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 collective bargaining purposes 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 years’ 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

ADDITIONAL INFORMATION

Additional Information: Occidental is an Equal Opportunity Employer and does not unlawfully discriminate against employees or applicants on the basis of race, color, religion, sex, sexual orientation, gender identity, gender expression, pregnancy, breastfeeding or related medical condition, national origin, ancestry, citizenship, age, marital status, physical disability, mental disability, medical condition, genetic characteristic or information, military and veteran status, or any other characteristic protected by state or federal law. Occidental is strongly committed to increasing the diversity of the campus community and the curriculum, and to fostering an inclusive, equitable, and just environment within which students, staff, administrators, and faculty thrive. Candidates who can contribute to this goal through their work are encouraged to identify their strengths and experiences in this area. Individuals advancing the College’s strategic equity and justice goals and those from groups that are underrepresented in the field are particularly encouraged to apply.

Salary is commensurate with experience and qualifications. A comprehensive benefits package is available that includes: excellent health, dental, life, and retirement benefits; tuition benefits for the employee, spouse, domestic partner, and dependents; additional extras including use of gym facilities and the College Library. For a detailed description of benefits, please visit https://www.oxy.edu/offices/services/humanresources/benefits-information.

All qualified applicants will be considered for employment, 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.

Occidental College is committed to working with and providing reasonable accommodations to applicants with qualifying disabilities. If you need a reasonable accommodation because of a disability for any part of the application or employment process, please contact Human Resources (hr@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.