



Federal Work-Study

Financial Aid Office

Name of Position: Student Office Assistant – Financial Aid Office

Number of positions available for this posting: 2

Pay Grade and Classification: Grade II - \$14.50/hour

Hours per week: 20

Terms of Employment: Fall, Spring, Summer

Name and Address of Employer:

Jackson State Community College
Financial Aid Office
2046 N. Parkway
Jackson, TN 38301

Supervisors:

Tyler Sterling 731-424-3520 ext.
50374

tsterling@jscc.edu

Location of Job Placement:

Financial Aid Office
Student Center (SC-108)

Purpose and Role of the Position:

- Assist full-time staff in various functions.
- Assist with fulfilling the mission of the college to provide financial aid information, processing, and verification so students can receive financial assistance for which they qualify, including state, federal, and institutional aid.

Duties and Responsibilities:

- Answer phones
- Assist students with general financial aid questions
- Assist individuals with FAFSA completion

- Assist students/parents with submitting documents using Dynamic Forms
- Assist full-time staff with various projects and tasks
- Data entry and analysis
- Quality control
- Mail processing
- Organize paperwork and help maintain office equipment
- Ensure office space is organized and clean

Qualifications:

- Required Qualifications ○ High school diploma ○ Willingness to learn ○ Attention to detail ○ Confidentiality
 - Dedication to customer service
- Preferred Qualifications ○ Office experience dealing with customers ○ Verbal and written communication skills ○ Prior data entry experience ○ Microsoft Word and Excel experience
 - Phone etiquette