



**Position:** Financial Aid Team Assistant

**Department:** Financial Aid

**Employment type:** Part-time, 20 hours or less

**Overview:** As a member of the Financial Aid team at PVCC, the student will provide clerical and reception support to the office, contributing to the smooth operation of financial aid services. This role is aligned with the National Association of Colleges and Employers (NACE) competencies, providing valuable experience in customer service, communication, and professionalism.

**Work Schedule:**

**Job Duties and Required Competencies:**

**Career and Self-Development:**

- **Skills:** Actively seek opportunities for professional growth and apply feedback to enhance understanding of financial aid regulations.
- **Tasks:**
  - Ask questions and learn about financial aid policies to improve assistance capabilities.
  - Display curiosity and seek out learning opportunities related to financial aid.

**Communication:**

- **Skills:** Communicate clearly and effectively, both verbally and in writing, to assist and educate customers on financial aid matters.
- **Tasks:**
  - Demonstrate awareness of how communications impact customers and aim to educate them effectively.

- Deliver messages from customers promptly and maintain logs of interactions.
- Clearly and organized communicate information to ensure understanding.

### ***Critical Thinking:***

- **Skills:** Use logical analysis to address and respond to situational needs and manage multiple tasks efficiently.
- **Tasks:**
  - Predict and address the need for additional information based on customer interactions.
  - Handle walk-ins, phone calls, and internal requests while managing competing priorities.

### ***Equity and Inclusion:***

- **Skills:** Promote equitable practices and inclusivity in financial aid services.
- **Tasks:**
  - Actively contribute to creating an inclusive environment that supports diverse individuals and addresses systemic inequities.

### ***Leadership:***

- **Skills:** Lead by example, demonstrating confidence and a positive attitude in all tasks.
- **Tasks:**
  - Serve as a role model within the office, motivating others and approaching tasks with enthusiasm and assurance.

### ***Professionalism:***

- **Skills:** Exhibit reliable work habits, attention to detail, and dedication to job responsibilities.
- **Tasks:**
  - Report for scheduled times prepared to assist with assigned tasks.
  - Maintain high standards of accuracy and dedication in performing duties.

### ***Teamwork:***

- **Skills:** Collaborate effectively with team members to achieve common goals and respect diverse perspectives.
- **Tasks:**
  - Stay updated on current financial aid rules and deadlines to support team efforts and address inquiries.
  - Work collaboratively with others, leveraging personal strengths and knowledge to complement team efforts.

### ***Technology:***

- **Skills:** Use relevant technologies to enhance efficiency and complete tasks effectively.
- **Tasks:**
  - Utilize office equipment and report any issues in a timely manner.
  - Identify and use appropriate technology to support daily tasks and responsibilities.

### ***Additional Responsibilities:***

- Assist with other duties as assigned to support the overall function and efficiency of the Financial Aid office.

### ***Required Qualifications:***

- Strong interest in financial aid and student support.
- Good organizational and communication skills.
- Ability to manage multiple tasks in a fast-paced environment.

### ***Additional Considerations:***

- Familiarity with financial aid processes and regulations.
- Experience in clerical or customer service roles.
- Proficiency with office equipment and software.

**By fulfilling these responsibilities, you will contribute to the efficient operation of the Financial Aid office, support student access to financial aid resources, and gain valuable experience in administrative and customer service roles.**

**For more information, please contact the Federal Work Study (FWS) Program Coordinator at [federalworkstudy@pvcc.edu](mailto:federalworkstudy@pvcc.edu)**

