

## Position Description

### POSITION PROFILE

**Position Title:** Financial Aid Student Worker

**EOU Department/College:** Financial Aid Office

**EOU Supervisor Title:** Jason Hibbert, Financial Aid Assistant Director

**Typical Job Duration:** Academic Year

**Job Level:** Level 1, \$13.20

**Type of Schedule/Typical Hours:** Flexible, based on the office's operational hours and student availability

**Typical Number of Hours Per Week:** Varies, based on workload and student availability

### POSITION INFORMATION

**Student Position Description Summary:**

The Federal Work-Study Student Worker at EOU's Financial Aid Office plays a vital role in supporting the office's mission to provide financial assistance to eligible students. This position offers a unique opportunity for a student to gain valuable work experience while contributing to the efficient operation of the financial aid department. The Student Worker will work under the supervision of experienced financial aid professionals, assisting with administrative tasks and providing support to both staff and students.

**Job Duties/Responsibilities/Essential Functions:**

- Customer Service: Provide exceptional customer service by assisting students, parents, and visitors with inquiries in person, via phone, and email. Be a welcoming and helpful point of contact for all financial aid-related questions.
- Data Entry and Record Keeping: Maintain accurate and confidential student records. Input financial aid data into the university's information systems, ensuring data integrity and compliance with regulations.
- Document Processing: Assist in processing financial aid applications, including verification of student information, reviewing required documentation, and ensuring compliance with federal and state regulations.
- Filing and Organization: Maintain organized and up-to-date physical and electronic filing systems. Assist in the archiving and retrieval of financial aid records as needed. Financial Aid
- Programs Support: Aid in the administration of various financial aid programs, such as scholarships, grants, loans, and work-study opportunities. Help verify eligibility, disburse funds, and monitor student participation in work-study programs.
- Communication: Assist in preparing and distributing financial aid-related communications, including emails, newsletters, and informational materials. Collaborate with colleagues to ensure timely and accurate information dissemination.
- Office Assistance: Perform general office tasks such as photocopying, scanning, faxing, and managing office supplies. Keep the office environment tidy and organized. Training and
- Development: Participate in training sessions and workshops to enhance knowledge of financial aid regulations, policies, and procedures. Stay informed about updates and changes in financial aid guidelines.
- Special Projects: Assist with special projects or research assignments as assigned by the Financial Aid Office staff. The Federal Work-Study Student Worker will report to the Financial Aid Office Manager or designated supervisor, who will provide guidance, training, and ongoing support throughout the employment period.

## HIRING CRITERIA

### Minimum Qualifications:

- Federal Work-Study Eligibility: Candidates must be eligible for the Federal Work-Study Program as determined by Eastern Oregon University's financial aid office.
- Enrollment: Must be a currently enrolled student at Eastern Oregon University and in good academic standing.
- Strong Communication Skills: Excellent verbal and written communication skills are essential for effective customer service and document processing.
- Attention to Detail: The ability to maintain precise and accurate records is crucial to ensure compliance with financial aid regulations.
- Computer Proficiency: Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and the ability to quickly learn and navigate database systems.
- Organizational Skills: Strong organizational skills to manage office materials and maintain a well-organized work environment.
- Dependability: Punctuality, reliability, and the ability to work independently and as part of a team.

### Preferred Qualifications:

- Previous Office Experience: Experience working in an office setting, particularly in a customer service or administrative role, can demonstrate familiarity with office protocols and procedures.
- Financial Aid Knowledge: Prior knowledge or coursework related to financial aid programs and policies, including federal and state regulations, can expedite the learning curve for the role.
- Computer Proficiency: Advanced skills in Microsoft Office Suite (Word, Excel, Outlook) and experience with database systems or specialized financial aid software may be preferred.
- Attention to Detail: Demonstrated ability to maintain precise and accurate records, catch errors, and ensure compliance with regulations.
- Strong Communication Skills: Exceptional verbal and written communication skills, with an emphasis on clarity, professionalism, and the ability to convey complex information concisely.
- Organizational Abilities: Evidence of strong organizational skills, including the ability to multitask, prioritize assignments, and manage time efficiently.
- Problem-Solving Skills: Previous experience in solving complex problems or addressing challenging situations effectively.

- **Teamwork:** A track record of successful collaboration with colleagues and the ability to work well in a team-oriented environment.
  - **Leadership or Initiative:** Examples of taking on leadership roles or demonstrating initiative in previous work, volunteer, or academic experiences.
  - **Work Ethic:** Consistent punctuality, reliability, and a strong work ethic as evidenced by previous work or academic performance.
  - **Customer Service Experience:** Experience in customer service roles, whether in retail, hospitality, or other industries, can indicate strong interpersonal skills and the ability to handle diverse customer needs.
  - **Data Analysis:** Proficiency in data analysis tools or statistical software, which may be useful for data reporting and analysis tasks within the Financial Aid Office.
  
  - **Bilingual Skills:** Proficiency in a second language, especially one commonly spoken among the student population, can be an asset in providing assistance to a diverse student body.
  - **Knowledge of Student Information Systems:** Familiarity with the university's student information systems or other relevant software used in the Financial Aid Office.
- Commitment to Higher**
- **Education:** A demonstrated interest in and commitment to higher education and helping students achieve their educational goals.
  - **Professional Development:** Participation in relevant workshops, seminars, or training programs related to financial aid, customer service, or office management.
  - **Adaptability:** The ability to quickly adapt to changes in policies, procedures, and technologies, given the dynamic nature of the higher education environment.
  - **Student Leadership:** Involvement in student leadership organizations or activities that showcase leadership and teamwork skills.

### **Desired Knowledge, Skills & Abilities:**

- **Technical Skills:** Proficiency with computer applications and databases.
- **Communication Skills:** Excellent verbal and written communication abilities.
- **Attention to Detail:** Precision in managing data and compliance with regulations.
- **Organizational Skills:** Strong ability to organize materials and manage time efficiently.
- **Problem-Solving Skills:** Aptitude for addressing and resolving issues as they arise.
- **Interpersonal Skills:** Strong customer service skills and the ability to interact positively with a diverse population.

## STUDENT LEARNING OUTCOMES

*As a result of completing this internship, the student will:*

### **Academic Learning Outcomes:**

- Develop administrative skills and deepen understanding of financial aid processes.

### **Industry Learning Outcomes:**

- Gain practical experience in financial aid administration, enhancing career readiness in financial services.

### **Career-Readiness Learning Outcomes:**

- Build core professional skills such as communication, teamwork, and problem-solving.

## PROFESSIONAL DEVELOPMENT & TRAINING

### **Professional Development & Training**

EOU student employees have an opportunity to engage in professional development and training as a part of the job. Supervisors support the attainment of professional development by either providing internal department-specific training and/or time reassigned from normally scheduled duties to participate in University-wide training opportunities including appropriate virtual community training opportunities.

Specific training/professional development opportunities:

- *[job-specific training from your department]*
- *[University and virtual community training/events specific to the student position]*
- Multicultural-sponsored training, activities, and events
- Career exploration activities via Career Services
- EO Career Expo Career-Ready symposium First Wednesday in April
- Resume Review with Career Services and/or WorkSource Oregon

## LEARNING ASSESSMENT & PERFORMANCE EVALUATION

### **Learning Assessment and Performance Evaluation**

Once a term, student employees and supervisors meet to discuss the progress on completing the position's learning outcomes and the employee's job performance. Specifically:

- Adjustments to the learning outcomes and job duties as needed in order to meet the outcomes
- Upcoming training and professional development opportunities
- On-the-job performance feedback and the level of meeting job duty expectations
- Application of coursework to the workplace, job duties, and learning outcomes
- Application of possible connections to future career-related interests and coursework