

## Position Description

### POSITION PROFILE

**Position Title:** Student Financial Services Assistant

**EOU Department/College:** Student Financial Services

**EOU Supervisor Title:** Karen Wilburn, Revenue Agent 2

**Typical Job Duration:** Academic year, work hours available during breaks in enrollment, possible summer work

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

**Type of Schedule/Typical Hours:** Fixed (Monday-Friday), Morning or afternoon shifts

**Typical Number of Hours Per Week:** 8hrs per week

### POSITION INFORMATION

#### **Student Position Description Summary:**

The Student Financial Services Office Assistant is responsible for providing support in daily office operations. This role involves collaborating with the team on various office tasks, ensuring a smooth workflow. This position offers an upbeat, and focused, fostering productivity and positivity among team members. Additionally, the student will have the opportunity to develop time management skills and the ability to stay on-task, contributing to personal and professional growth.

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

- Respond to student and staff emails professionally.
- File and organize electronic and physical documents.
- Assist with copying and processing financial reports and forms.
- Help maintain a structured and efficient office environment.

## **HIRING CRITERIA**

### **Minimum Qualifications:**

- Current or following-term undergraduate enrollment of at least 6 credits/graduate enrollment of 9 credits
- Must be in good academic standing (GPA 2.0 or higher)
- Passing a background check pending employment offer
- Accounting 211.
- Excel basic (No expectation of using formulas)
- Knowledge of word processing using Microsoft Office.
- Prior customer service experience.

### **Preferred Qualifications:**

- Demonstration of communication skills, both written and verbal, with a friendly and positive demeanor.
- Demonstrate organizational skills and attention to detail.
- Multitask and prioritize tasks effectively.
- Demonstrate basic office equipment and computer applications.
- Experience using 10 Key

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

- Ability to prioritize a variety of tasks into completion.
- Must stay on-task/stay focused.
- Must retain training information and job duties for further growth.
- Be able to work in Non-busy/Noisy environment.
- Time management skills are a must.
- Independent of phone and a team player, not focused on texting environment.
- High confidentiality is critical.

## STUDENT LEARNING OUTCOMES

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

### **Academic Learning Outcomes:**

- Gain practical experience in financial services operations
- Apply theoretical knowledge from accounting courses to real-world scenarios

### **Industry Learning Outcomes:**

- Learn about the operations and procedures within a financial services office

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

- Develop strong communication and organizational skills
- Enhance problem-solving abilities and attention to detail

## 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