

Chabot College Student Assistant Job Description

Division, Department:

**Financial Aid Office –
Office Support**

SUPERVISOR (*if different*): Philomena Franco **ADMINISTRATOR:** Kathy Linzmeyer

POSITION TITLE: Student Assistant I **BUILDING / ROOM:** 700 / 702

PURPOSE:

To provide clerical and general office support to financial aid staff to achieve office goal to provide accurate, timely financial aid services to Chabot students. Student will learn the basic flow of the financial aid process, the role and responsibilities of the Financial Aid Office in determining student eligibility, as well as gain fundamental knowledge of financial aid in order to assist peers with general inquiries, financial aid information and applications. Under general supervision, performs tasks that require a moderate degree of experience and independent judgment. Initial duties performed in the Financial Aid Office, under supervision of FAO staff, including general clerical duties as listed below, with minimal contact with students or public. If student demonstrates mastery of information and skills, training expanded to allow applicant to assist with FAO outreach / in-reach efforts as a Student Assistant C (FA Peer Advisor). Experience will allow the Peer Advisor to provide valuable service to current and prospective students, work directly with the student population and campus community, and interact with Chabot's diverse student population.

POSITION REQUIREMENTS:

Example: attention to detail, demonstrates proficiency with Microsoft Office software (Word, Excel); good organizational skills, etc.

1. Prefer completion of at least one semester of college (preferably at Chabot College) with a minimum grade point average of 2.0 or better
2. Must demonstrate successful academic progress at college level; may not be suspended from financial aid nor be on academic probation
3. Pass a filing or typing test upon request
4. Have computer experience, preferably with Microsoft Office programs, or demonstrated ability to learn
5. Must intend to commit to at least one (1) full academic year to serve as Student Assistant
6. Be punctual, reliable, and available to work between 10 and 20 hours per week during the academic year. (FAO always flexible to accommodate midterms, finals or other academic priorities when arranged in advance)
7. Ability to pick up new tasks and skills quickly
8. Ability to work in busy office setting, work independently under staff supervision, be able to follow written and oral direction, with good time-management, organizational skills and use of good judgment
9. Ability to work in fast-paced, extremely busy office with sense of humor and teamwork
10. Continuation in position or consideration for Student Assistant C position requires that Student Assistant demonstrate effectiveness in working with a diverse student population, including sensitivity to unique and special needs of low-income, middle income and general student population, courteously and professionally

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DUTIES:

Student employee (including FWS) may not perform or replace the work of a classified employee, but could provide general support to gain employment experience and the opportunity for mentoring.

1. Maintain absolute confidentiality of all information seen and heard within any aspect of student services, even after no longer employed in Student Services
2. Assist with retrieval and distribution of incoming mail
3. Assist with large volume, multi-year outgoing correspondence to students regarding missing information, award letters, and Academic Progress status
4. Assist with file retrieval and creation
5. File alphabetically and accurately using multi-year system
6. Type or otherwise prepare file labels, correspondence, letters, display materials, etc., as directed by staff
7. Check fax machine for incoming faxes, distribute to appropriate staff or departments, fax materials as directed by staff
8. Assist in creating or updating flyers and other office/student materials, copy and assemble material packets for mailing and distribution
9. Retrieve and distribute phone messages
10. Help maintain databases for reporting purposes and student assistance
11. Assist staff with tasks related to Federal Work Study program
12. Assist in preparing and displaying materials for student notification and information
13. Assist staff to monitor inventory of supplies and printed materials
14. Assist staff to maintain clean and safe working area, and maintain secure office
15. Actively become familiar with college, state and federal financial aid policies

STUDENT ASSISTANT PAY RATE:

Category: **B** *See Student Assistant Pay Category and Rate Schedule, Board-approved 12/19/15 & effective 1/1/16.*

Rate: \$10.50 *an hour*

LENGTH OF POSITION:

Semester based on available funds and student's financial / Academic eligibility.

It is a Federal requirement that any student working as a Federal Work Study employee have a written job description for their position. Per federal regulations, "each FWS position should have a job description that includes name and department of employer, supervisor, purpose of student's job, duties and responsibilities, job qualifications, wage rate or range, and length of student's employment (beginning and end dates). FSA 2006-07, Volume 6, Chapter 1, page 6.21