



**Job Specification**

**Job Title: Student Financial Aid Assistant**  
**BCAT Code: 510X EX**  
**Pay Grade: G08**

**Effective Date: April 1, 2007**  
**Revision Date: February 1, 2007**  
**FLSA Status: Non-Exempt**

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**General Description**

Performs clerical support duties for the Student Financial Aid Office. Assists professional staff with coordinating and providing financial aid services to students.

- **Examples of Duties** Provides intake counseling to students at the reception area.
- Processes general correspondence or requests for financial aid information.
- Disseminates information and answers general inquiries concerning financial assistance by telephone, mail or in person.
- Performs receptionist duties such as greeting visitors and advising students of appropriate actions to take or people with whom to speak with regarding financial aid matters.
- Performs clerical duties such as filing department records, mailing materials, etc.
- Assists department members as needed with special projects.
- Performs other related duties as assigned.

**Knowledge, Skills and Abilities**

- Knowledge of Business English grammar, punctuation and spelling.
- Knowledge of general office practices, policies, and procedures.
- Effective organizational skills.
- Effective oral and written communication skills.
- Effective time management skills.
- Ability to provide proper customer service.

**Minimum GSU Hiring Standards**

High school diploma or GED and one-year customer service experience. Experience working in a Financial Aid Office is preferred.

*The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.*