

WILLIAM WOODS UNIVERSITY  
JOB DESCRIPTION

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JOB TITLE: Administrative Assistant  
DEPARTMENT: Student Financial Services  
REPORTS TO: Director, Student Financial Services

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**GENERAL DESCRIPTION:** The Administrative Assistant of Student Financial Services office is responsible for maintaining a well run front desk. This includes the ability to communicate effectively while answering incoming calls, assisting students, staff members, and guests with any needs they may have. This position requires that the Administrative Assistant respects and maintains the confidentiality of the financial records as well as the student's privacy. The Administrative Assistant performs duties that include management, coordination, research, and a variety of other duties to assist the other positions in Student Financial Services. The Administrative Assistant must exercise good judgment in decision making, work alone as well as in a team environment and supervise student workers.

**ESSENTIAL JOB FUNCTIONS:**

- Answering all incoming phone calls to the Financial Aid Office
- Greet students and guests as they enter the Financial Aid Office and provide them with accurate and detailed information for their questions
- Assist current and prospective students with the completion of the Free Application for Federal Student Aid (FAFSA) on the web
- Request and process ISIR's daily.
- Request Federal and State Monies
- Process weekly transfer of awarded funds from Powerfaids to Jenzebar
- Process acceptance and withdrawal reports
- Coordinate with Admissions to verify incoming students are packaged with correct scholarships
- Sort incoming mail and forward to the appropriate person
- Order office supplies
- Prepare purchase orders
- Compile packaging materials for students and print award letters to mail out
- Maintains confidentiality as appropriate, and projects professional image
- Assists the Financial Aid Director in packaging
- Data Entry for all financial aid award information into the PowerFaids system
- Perform other duties as assigned
- Other duties as assigned.

**OTHER RESPONSIBILITIES:**

- Ability to enter information and process reports
- Ability to communicate effectively with students and parents by phone and in person
- Ability to lift 10 pounds
- Ability to read, write and speak the English language effectively
- Ability to sit for long periods of time
- Ability to draft correspondence as required
- Ability to talk on phone for long periods of time
- Ability to comprehend written guidelines
- Ability to work in a fast paced and stressful work environment
- Ability to use a computer system and to accurately input data into a system
- Above average mathematical and calculation skills
- Possess word processing and typewriter skills
- Ability to establish and maintain effective working relationships with other employees, managers, students and parents

**EDUCATION AND EXPERIENCE REQUIRED:**

- High School diploma required, college preferred. Experience in lieu of college will be considered.
- Experience in working with the public.
- Ability to exercise basic human relations skills in dealing with varied constituencies on and off campus.

**WORK SCHEDULE:** This is an exempt position requiring 40+ hours per week, 12-month position with evening or weekend work as needed.

William Woods University is an Equal Opportunity Employer