

**Office of Student Financial Aid  
Job Description and  
Performance Expectations  
for  
Financial Aid Student Employees**

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**Job Description**

1. Filing
2. Answering telephones
3. Running errands
4. Greeting and assisting students, providing general information, and collecting documents at the Front Desk
5. Light typing and data entry
6. Various other office duties (i.e., making copies, mailing information, etc.) as assigned by Office Personnel
7. Adhering to the Confidentiality requirements established by the Office of Student Financial Aid, the University and the Department of Education

**Performance Expectations**

1. You will be expected to work in a professional manner, pay attention to detail, and complete assignments in a timely manner.
2. You will be expected to familiarize yourself with the office procedures, general Financial Aid procedures/processes, rules and regulations, and be able to answer routine questions regarding the same.
3. You will be expected to complete tasks as assigned.
4. You will be expected to notify your supervisor (or one of the timekeepers) if you cannot come into work. Failure to report/call as scheduled on three different occasions may result in immediate termination from the work-study program.
5. You are expected to report to work as scheduled, sign-in and out on a daily basis, and report true and accurate work times.
6. You are expected to be where you should be and doing what you should be doing while signed-in. You must refrain from loafing, loitering, or leaving your work area without proper notification and approval.
7. You will be expected to follow instructions and accept tasks you are assigned without complaining or arguing.
8. You will be expected to work as a team member, maintaining a friendly, helpful, supportive and team-like atmosphere when working with other student workers or staff.
9. You will be expected to refrain from interfering with coworkers' productivity while at work; refrain from "casually visiting" with others while at work and to discourage others from "casually visiting" with you. This reduces productivity.

## Performance Expectations Continued

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10. You will be expected to demonstrate respect for coworkers and staff (i.e., refrain from being rude, engaging in gossip or conflict, and being demeaning to others).
11. You will be expected to willingly accept “constructive criticism” and input from others regarding ideas for improvement.
12. You will be expected to refer all questions you cannot answer to the appropriate person(s) and consult supervisor(s) regarding situations outside the scope of your authority.
13. You will be expected to ensure that routine duties are completed in a timely manner (i.e., filing documents in student folders, faxing correspondence, running errands, making copies, etc.).
14. **You will be expected to refrain from performing Counselor designated duties (i.e., awarding or disbursing aid, reducing or increasing awards, COA budget calculations, performing verification, packaging or posting aid, clearing hold/blocks, etc.).** Student workers are hired to provide assistance and support to the office staff. Accuracy and consistency are important when performing the various Counselor related duties. As student workers you have not received the necessary training to effectively perform these duties. You cannot be held accountable for the outcome and thus, should not be performing the duties. **Failure to refrain from these activities will result in immediate termination.**
15. You are expected to greet students at the front desk, be courteous to the public at all times, listen carefully to our clients in order to determine their needs, and provide basic (generalized) information. Further assistance, if needed, should be secured from the appropriate office personnel.
16. You will be expected to answer the phone using the standard greeting “Student Financial Aid, how may I help you?” Take accurate and detailed messages, answer courteously within three rings, and place individuals on hold when necessary-but not for extended periods of time.
17. **You will be expected to maintain confidentiality of all conversations, conditions, events, etc. that occur in the Office of Student Financial Aid.**

Furthermore, to protect the privacy of students and families, federal law sets certain conditions on the disclosure of personal information from records kept by schools that participate in the Federal Student Financial Aid Programs. The relevant law is the Family Educational Rights and Privacy Act of 1974 which governs the records kept by government agencies, including application records in the federal processing system and supporting documentation (used for verification purposes). The University also specifies that all personal (official) information regarding individual students and/or their families is kept confidential. Only the student and parent (if dependent) may have access to such information. No other access is permitted without written permission by the student and/or parent (if dependent).

**Financial Aid student workers must adhere to the established law and are expected to demonstrate sensitivity to students' and parents' need for confidentiality. You must not review (via computer or file) a student's or their parent's information for the purposes of discussion with other parties. Financial Aid documentation must not be shared, in any form, with anyone other than the student and/or parent (if dependent), unless prior written approval is received.**

**Failure to adhere to this requirement will result in immediate termination and possible expulsion from the University.**

I have read and understand the expectations outlined in this document and will adhere to each. I also understand that failure to adhere to the above-mentioned provisions/expectations will result in termination and/or expulsion.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_