



JACKSON COMMUNITY COLLEGE
Student Employment
Position Description

Position Title: Financial Aid Clerk
Supervisor: Katena Duling
Department: Financial Aid

Position Level: This is an intermediate level student position that requires the basic use of skills acquired through experience, coursework or both. This position works under the supervision of the Financial Aid Advisor.

Typical tasks include, but are not limited to:

1. Open and review Financial Aid correspondence.
2. Responsible for multiple mailings
 - Document request letters
 - Award letters
 - No need letters
 - Probation/suspension letters
3. Complex filing for 2 simultaneous academic years.
4. Responsible for processing new students with the use of:
 - Current academic year face sheets
 - Labels
 - File folders
5. Assist students with the FAFSA on the web worksheet, filing the FAFSA and the online Electronic Loan Request.
6. Customer Service
 - Answering the phones
 - Assisting students with over-the-counter Financial Aid questions
 - Assisting with scholarship applications
7. Data Retrieval/Data Entry
 - VA Enrollment Certification
 - Academic Status
 - Enrollment Status
 - Entering monthly GI Bill allotments into students files
 - Inputting Financial Aid documentation into the colleague database
8. Perform other job-related duties as assigned.

Essential Functions

1. Ability to maintain excellent customer service when working with students.
2. Ability to communicate effectively with the general public.
3. Ability to work at a steady pace to keep up with processing.
4. Ability to maintain confidentiality.
5. Ability to use time management effectively.
6. Ability to maintain an organized and professional work environment.
7. Ability to be punctual in attendance for every shift.
8. Must have experience in working with technology and various software including, but not limited, to Microsoft Office and Microsoft Outlook.
9. Must be willing to learn new software as necessary.

To apply for this position, contact the supervisor below for an interview:

Contact Person: Katena Duling
Email Address: dulingkatenaaj@jccmi.edu
Phone Number: (517) 787-0800 x 8117
Office Location: GP 210

If the supervisor recommends your hire, go to Human Resources, (GP 209) for verification of eligibility and to complete paperwork. You may not start work until you have received a contract from Human Resources.