



American Samoa Community College
Student Services-Financial Aid Division
EMPLOYMENT OPPORTUNITY

Position Title: **Administrative Assistant**
Employment Status: Full Time 12 months (Career Service)

General Description:

The Administrative Assistant in the Financial Aid Office serves in a support position to ensure that communication between students and the Financial Aid Office is handled in an efficient and professional manner. The individual in this position serves as a liaison with offices within ASCC regarding financial aid documents and other forms of communication. He/she must carry out the job duties in a manner which demonstrates: good communication skills, effective time management, respect for others, and appearance and conduct which meets established ASCC standards with initiative and enthusiasm. The successful candidate for this position will perform standard secretarial/receptionist and administrative duties, and will report directly to the Financial Aid Officer.

Responsibilities and Duties:

Administrative

- Actively participate in institutional or College, committees, trainings and/or extracurricular activities
- Support the mission and vision of the College, Student Services and Financial Aid Office
- Interpret and adhere to all federal, state, and institutional regulations, policies and procedures governing federal student aid, including FERPA

Technical

- Deliver high quality customer service to students, parents, faculty, staff and the general public
- Answer telephones and provide information and assistance as required
- Manage incoming documents; sort and distribute these to appropriate staff members
- Perform document imaging processes. Process, copy, and distribute materials
- Monitor and maintain inventory supplies and administrative office needs
- Operate and maintain office equipment and electronic filing
- Maintain accurate and complete documentation of office purchase orders, reports, etc.
- Review and publish departmental policies and procedures
- Prepare correspondence for the Financial Aid Officer's review and signature
- Assist with set-up and support for financial aid meetings, presentations, and special projects
- Assist Financial Aid Counselors when the office is short-staffed
- Assist the Financial Aid Coordinator with outreach initiatives and special projects as assigned by the Financial Aid Officer
- Attend financial aid meetings, workshops, training, and conferences
- Coordinate and monitor activities of Federal Work Study students assigned to the Financial Aid Office

- Assist students and their families with the financial aid process and FAFSA completion
- Provide information and answer questions in regards to documentation and eligibility requirements, financial aid status, deadlines and disbursement
- Collect and review all documents received for proper completion and accuracy
- Maintain professionalism and confidentiality of student information, interactions and transactions
- Maintain a master spreadsheet for all Institutional Student Information Record (ISIR) received

Planning

- Schedule meetings and financial aid counseling appointments. Maintain automated appointment schedule for Financial Aid staff and provide appointment reminders
- Maintain departmental calendars, schedule appointments, and keep abreast of critical changes and updates
- Attend prospective student functions on campus, including appropriate SGA events
- Participate in institutional or community events to present financial aid information
- Participate in the Financial Aid Awareness Month (February), National Financial Literacy Month (April), Financial Aid Day (3rd Wednesday in October each year) and other Financial Aid Community Awareness events and/or activities

Reporting

- Comply with all Federal Student Aid and institutional deadlines
- Maintain a log of all incoming documents and visitors to the office and provide data for the monthly report
- Maintain complex use of computer programs and/or systems for reporting, tracking and monitoring, and to process, record, retrieve and verify financial aid data
- Distribute, compile and maintain survey results
- Contribute to the overall success of the Financial Aid Office by performing all other duties as assigned.

Minimum Qualifications:

- High School Diploma
- 1 – 3 years of working experience in an office setting, preferably in a financial aid office
- Professional knowledge of Family Education Rights and Privacy Act (FERPA)
- Comprehensive knowledge of computers and technology, including excel spreadsheets, word processing and browsers
- Written and oral communication skills, including correct English usage, grammar, spelling, punctuation and vocabulary
- Basic research methods and procedures
- Concepts, practices and techniques of customer services

Preferred Qualifications:

- Associate's degree in Business Administration or Certification of Proficiency in Office Administration

Salary: GS-12/02-06: \$14,423.00 - \$17,023.00 per annum

Application Deadline: April 29, 2022 no later than 4:00pm

Applications are available from American Samoa Community College, Human Resources Office at 699-9155 Ext. 474/456/460/466 or by emailing Silaulelei Saofaigaalii at s.saofaigaalii@amsamoa.edu or ascchumanresources@amsamoa.edu

“An Equal Opportunity/Affirmative Action Employer – And A Drug-Free Workplace”