2021-2022 POSITION DESCRIPTION

Department: Student Financial Resources
Host Business: Bellingham Technical College
Address: 3028 Lindbergh Ave.; B’ham

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<tr>
<th>Site Supervisor Phone:</th>
<th>Supervisor Phone: (360) 752 - 8320</th>
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Schedule Guidelines:
Work Study students may not exceed the award. Most awards accommodate 10 hours per week depending on the student’s financial aid eligibility.

10 minute break per 3+ hr shift. After 5hrs, ½-hour lunch required.

Site Supervisor/Lead: Joy Hicks
Site Supervisor Signature: ____________________________
Supervisor: Chantel Fields
Supervisor Signature: ____________________________

I. SUMMARY OF JOB:

Basic:
This employee in this position supports staff in the Student Financial Resources office by performing basic office duties such as scanning, copying, filing, retrieving phone messages, returning phone calls and scheduling appointments with staff. The employee will become knowledgeable about the various funding options available and the application process. He/she may advise students in navigating the financial aid process from start to finish.

The Student Financial Resources office is a professional working office; the employee will develop skills needed for future employment in other office environments. Attention to detail and accuracy is required for this position. All staff are expected to maintain confidentiality of student records and information according to federal law.

Typical Tasks when scheduled to work:
A. Review documents for completeness and accuracy
B. Scan documents and file into an electronic filing system
C. Assist students with completing paper forms or electronic applications
D. Route forms and documents to the appropriate staff member for processing
E. Data entry responsibilities into complex data systems
F. Abide by the Family Educational Rights and Privacy Act (FERPA)
G. Respond to student inquiries either in person, over the phone or by email
H. Other duties as assigned

II. MINIMUM QUALIFICATIONS:

A. Must be a current student at Bellingham Technical College, in good academic standing.
B. High school graduation or equivalent AND one year of increasingly responsible clerical/office experience.
C. Experience with Microsoft Office software including Word and Excel.
D. Demonstrated accuracy, proficiency, and confidentiality with maintaining records.
E. Effective communication skills
F. Detail oriented

III. EDUCATIONAL BENEFITS TO BE DERIVED BY STUDENTS IN THIS JOB:

Improve or develop customer service skills while obtaining professional development experience; obtain strong knowledge of the financial aid process, federal, state and institutional policies, procedures, and regulations; establish familiarity with on campus programs and services; increase expertise of MS Office products; and learn to use financial aid software.
## IV. PHYSICAL REQUIREMENTS

<table>
<thead>
<tr>
<th>Sitting: ✔</th>
<th>Walking: ✔</th>
<th>Bend at waist: ✔</th>
<th>Crawling: ✔</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standing: ✔</td>
<td>Climbing Ladders:</td>
<td>Kneeling/squatting: ✔</td>
<td>Reach above shoulder: ✔</td>
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<tr>
<td>Pushing/pulling:</td>
<td>Lifting (up to 50 lbs.):</td>
<td>Carrying:</td>
<td>Repetitive arm/hand movements: ✔</td>
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<tr>
<td>Climbing Stairs: ✔</td>
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### Typical Equipment Used:
Desk Top computers, keyboard, mouse, 10-key, multi-line phones, dual monitors, printers, scanners, copiers, fax machines

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**Financial Aid Office Use Only**

**Job Title:** Office Assistant I  
**Department:** Student Financial Resources  
**Rate of Pay:** $14.49/hr.

**Job Class Code:** WS 2220  
**WS FAPC:**  
**Match FAPC:**  
**Reimbursement Percent:**  

**Work Study Administrator:** Joy Hicks, jhicks@btc.edu, 360-752-8460