Vacancy Announcement

Part Time Hourly – Student Financial Services Office Assistant 3

Cascadia Community College has earned a national reputation for excellence, with an integrated learning model and more than 70% of its students moving on to four-year programs. Co-located on a campus with the University of Washington Bothell, approximately 18 miles northeast of Seattle, Cascadia is currently seeking an innovative, collaborative, and dynamic individual for the position of Student Financial Services Office Assistant 3. This is a Part-Time Hourly, non-benefited position that works up to 16 hours per week.

The successful applicant will have the following qualifications:

Minimum Qualifications
- High School diploma or equivalent.
- One year experience with providing customer service in person and by phone to the public.
- Experience with computers, including Microsoft Office Suite and Outlook.

Preferred Qualifications
- Prior experience working in a financial aid office.
- Demonstrated commitment to pluralism and the ability to support a diverse workplace and educational environment.

Application Procedure: Applicants must submit the following for a complete application:
- Cascadia Community College application form (click here)
- Cover letter (not to exceed one page) that specifically addresses how applicant qualifications and experiences meet the minimum qualifications, preferred qualifications and the characteristics of the position.
- Resume
- Federal and State Reporting Form (optional)

Complete applications will be received until the position is successfully filled. However, application packets received by Friday, March 29, 2013 by Noon will be given priority consideration.

Application submissions should be sent to applicant@cascadia.edu; please write in the subject line of the email: PTH SFSOA3.

Faxed, mailed, and delivered applications to Human Resources will not be accepted. Application materials become the property of Cascadia Community College.

For questions related to this position, please email applicant@cascadia.edu.

Corrected or extended notices for this recruitment will be posted on the College’s website (www.cascadia.edu/employment).

Cascadia Community College is committed to creating and supporting a diverse faculty, staff and student population. Individual differences are celebrated in a pluralistic community of learners. Cascadia does not discriminate on the basis of race, color, religion, sex and/or gender, sexual orientation, national origin, citizenship status, age, genetic information, marital or veteran status or the presence of any sensory, mental or physical disability, and is prohibited from discrimination in such a manner by college policy, state law and federal law. Persons with disabilities needing assistance in the application process may make requests to the Human Resources Director by calling (425) 352-8880.

In recognition of the Jeanne Clery Act, information on our campus safety can be found at www.uwb.edu/safety.
Part Time Hourly

Student Financial Services Office Assistant 3

| Full or Part Time: Part-Time, Hourly | Supervising Position: Director of Student Financial Services |
| FLSA Status: Overtime Eligible | |
| Duration: Temporary | Union Representation: N/A |

**Position Summary**

Under the general supervision of the Director for Student Financial Services, the Office Assistant 3 will work closely with students, families, college employees and others providing accurate, and often complex, information regarding financial aid program eligibility, application process, timelines, etc. The position will also perform general clerical duties, process incoming documents, determine file completion and will perform tasks that sometimes involve interpretation of policies, procedures, and regulations in the area of financial aid.

**Essential Duties and Responsibilities**

**Duties & Responsibilities:**

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- Provide student focused front counter service including answering phones, answering questions from walk-ins and ensuring that accurate information is provided to students and the general public in a courteous manner.
- Correspond with students in writing and e-mail regarding application status, general regulations, etc.
- Process and track incoming documents (tax returns, verification forms, data sheets, appeals, etc.), and enter appropriate computer codes into the financial aid system for said forms.
- Maintain student filing system including status (complete, revision, corrections, etc.).
- Send out missing information letters and award letters.
- Perform general clerical duties (filing, copying, faxing).
- Disseminate and track petition forms (academic progress, dependency status, etc.).
- Perform related duties as required.

**Education and Experience**

**Minimum Qualifications:**

- High School diploma or equivalent.
- One year experience with providing customer service in person and by phone to the public.
- Experience with computers, including Microsoft Office Suite and Outlook.

**Preferred Qualifications:**

- Prior experience working in a financial aid office.
- Demonstrated commitment to pluralism and the ability to support a diverse workplace and educational environment.
**Required Knowledge, Skills and Abilities**

- Understand and articulate general program eligibility requirements (how “need” is determined, criteria for various grants, Stafford loans, and Work-Study), the application process and timelines.
- Maintain the confidentiality of student files and records per Family Educational Rights and Privacy Act (FERPA) guidelines.
- Ability to work in a fast-paced environment with a high degree of accuracy.
- Excellent written and verbal communication skills, including the ability to speak clearly and fully comprehend written and spoken English and to communicate clearly with native and non-native English speakers.
- Ability to establish and maintain effective, collaborative working relationships with students, staff and the general public.
- Strong computer knowledge with the ability to navigate through Microsoft Office applications.

**Physical Work Environment**

Sedentary Work: Position in this class typically require: keyboarding, talking, hearing, seeing, and repetitive motions. Work will be performed in an office setting. This position requires the ability to sit or stand for extended periods of time and involves repetitive hand-arm movement in the entering of data on a keyboard or calculator.

**Condition of Employment**

Cascadia Community College maintains a drug free work and learning environment and prohibits smoking in all college buildings and state-owned vehicles. Cascadia Community College employees must be able to successfully work in and promote a pluralistic, diverse work and educational environment.

Temporary Part Time Hourly employees are exempt from civil service rules and regulations. Part Time Hourly employees work for the college on an as-needed basis and are paid an hourly wage for work performed in specific assignments. These positions are typically not eligible for benefits.

**NOTE**

The above position description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.