



Federal Work-Study (FWS) Job Description

Department: Financial Aid

Position Title: Student Worker

Supervisor: Mande Trowbridge

Position Summary

Assist the Financial Aid Office in providing exceptional customer service and administrative support to students, families, faculty, and staff. Responsibilities include welcoming students, assisting with front desk operations, preparing documents, filing, scanning, data entry, and supporting daily office functions while maintaining confidentiality of student information. This position provides valuable experience in customer service, office administration, communication, and higher education while contributing to the efficient delivery of financial aid services.

Essential Duties and Responsibilities

- Greet and assist students, families, and visitors in the Financial Aid Office.
- Answer telephone calls and direct inquiries appropriately.
- Perform general office duties, including filing, scanning, copying, and data entry.
- Prepare and organize documents for processing and record retention.
- Maintain a clean, organized, and professional office environment.
- Perform other duties as assigned.

Required Qualifications

- Federal Work-Study eligibility
- Enrolled SCC student
- Ability to maintain confidentiality (FERPA, if applicable)
- Reliable attendance and professionalism

Preferred Qualifications

- Strong customer service and communication skills.
- Dependable, organized, and detail-oriented.
- Basic computer skills, including Microsoft Office.
- Ability to maintain confidentiality and professionalism.
- Ability to work independently and as part of a team.

Knowledge, Skills, and Abilities

- Excellent verbal and written communication skills.
- Strong organizational and time management skills.
- Ability to provide professional customer service in a fast-paced environment.
- Ability to maintain confidentiality and handle sensitive information in accordance with FERPA.
- Basic computer and office equipment proficiency.
- Ability to follow detailed instructions and complete tasks accurately.



Working Conditions

Work is performed primarily in an office environment. Duties require sitting, standing, walking, and occasional lifting of files, paper, and office supplies weighing up to 20 pounds. The position involves frequent interaction with students, families, faculty, staff, and visitors and includes the use of computers, telephones, scanners, printers, and other standard office equipment.

Work Schedule

Schedule determined around the student's class schedule.
A minimum of 10 hours a week availability is requested.

Learning Outcomes

- Develop professional customer service and communication skills.
- Gain experience in financial aid operations and higher education administration.
- Strengthen organizational, multitasking, and time management abilities.
- Learn the importance of confidentiality, FERPA compliance, and ethical handling of student information.
- Build proficiency with office technology and develop transferable workplace skills applicable to a variety of professional careers.

Acknowledgment

Students are expected to comply with all Shawnee Community College policies, maintain satisfactory academic progress, and perform assigned duties in a professional manner.