

FEDERAL WORK STUDY PROGRAM

College Financial Aid Receptionist Worker

Location: Henry 8:00a.m. – 6:00 p.m. Hourly Rate: $10.00

Supervisor: Melodie Pirone

Under general supervision, provides assistance to students, staff members and the general public while working in the Financial Aid office. Greets college visitors in a pleasing manner; determines the nature of their business, and provides appropriate information to other employees as needed; answers, screens and routes telephone calls promptly and courteously to appropriate staff; delivers complete, accurate and legible messages in a timely manner. Properly responds to all inquiries and requests for information in a courteous and timely manner.

Assists with maintaining an orderly and clean environment in and around the office; provides administrative support such as filing and scanning documents.

Accepts direction and feedback from supervisors and follows through appropriately.

Works when scheduled; begins and ends work as expected; calls in according to policy when arriving late for work or when absent; observes policies on break and lunch periods; uses work time appropriately.

Demonstrates eagerness to learn and assume responsibility; seeks out and accepts increased responsibility; displays a "can do" approach to work.

**Minimum Qualifications:**
Self-starter, excellent interpersonal and customer service skills; highly organized, strong verbal communications skills. Knowledge of proper phone etiquette; ability to maintain professional dress; knowledge of phone system operation; and knowledge of college activities and operations; ability to utilize a copy and fax machines; must be detailed oriented.