

University of Houston – Clear Lake

Position Description

Job Title: **Financial Aid Specialist**

Job Code: **5326**

Pay Grade: **110**

FSLA: **NE**

Location: **UHCL**

Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	One year of college.	Associate's degree or higher.
Experience	General computer knowledge. Customer service experience. One year working in higher education setting in financial aid or other student service area. Equivalent combination of education and experience will be considered.	Experience using PeopleSoft.
License/Certification		

This position may be security sensitive requiring a background check of the final candidate.

POSITION SUMMARY

Primary responsibility of the Financial Aid Specialist is to assist students at the front desk and on the telephone. Disseminates financial aid, scholarship and VA information and answers students questions. Answers Financial Aid departmental email account. Schedules appointments for students with Financial Aid Counselors. Responsible for the organization of the front counter area and the flow of student traffic.

Duties and responsibilities	% Time
Assists students and visitors, answering financial aid, scholarship and VA questions using PowerFAIDS or PeopleSoft.	50
Answers phones assisting callers and screening phone calls to be directed to appropriate staff.	20
Retrieve and return email from financial aid general email account. Other Duties as assigned.	15
Responsible for organization of front counter: inventory and ordering of student forms, brochures, etc. and incoming document tracking.	15

This position description describes the general qualifications, duties and responsibilities of work being performed.