

## Position Description

### POSITION PROFILE

**Position Title:**

Financial Aid Office Student Worker I

**EOU Department/College:**

Financial Aid Office (SFA)

**EOU Supervisor Title:**

Financial Aid Assistant/Associate Director

**Typical Job Duration:**

Academic Year (September to June)

**Job Level:**

1

**Type of Schedule/Typical Hours:**

Part-time, Monday to Friday, 8 AM to 5 PM

**Typical Number of Hours Per Week:**

10-15 hours per week

### POSITION INFORMATION

**Student Position Description Summary:**

The Student Worker in the Financial Aid Office supports the office's mission to help students get financial aid. This job provides direct work experience under the guidance of financial aid professionals. Tasks include filing, helping with office duties, and assisting students and staff.

## **Job Duties/Responsibilities/Essential Functions:**

### **Ninety percent - Data Entry:**

- Enter financial aid data into the system.
- Keep student records accurate and confidential.

### **Eight percent - Office Tasks and Reception:**

- Perform general office duties: copying, scanning, faxing, and managing supplies.
- Maintain a tidy and organized office and reception area.
- Provide excellent customer service to students, parents, and visitors in person, by phone, and via email.

### **One percent - Communication:**

- Help prepare and send out financial aid information through emails, newsletters, and other materials.

### **One percent - Special Projects:**

- Assist with special projects or research as assigned.

## **HIRING CRITERIA**

### **Minimum Qualifications:**

- Must be enrolled at Eastern Oregon University and have a 3.0+ GPA.
- Must have and maintain eligibility for Federal Work-Study.
- Dependable, punctual, and able to work independently and as part of a team.

### **Preferred Qualifications:**

- Familiarity with the university's student information systems or other relevant software.
- Ability to keep accurate records and manage sensitive information confidentially.
- Proficiency in database systems.
- Previous office experience, especially in customer service or administrative roles.
- Involvement in student leadership activities.

### **Desired Knowledge, Skills & Abilities:**

- Strong focus and task management skills.
- Organizational skills, including multitasking and time management.
- Effective communication skills, both written and verbal.

## STUDENT LEARNING OUTCOMES

*As a result of completing this employment, the student will:*

### **Academic Learning Outcomes:**

- Better understanding of financial aid processes and regulations.
- Apply classroom knowledge to real-world scenarios.

### **Industry Learning Outcomes:**

- Gain experience in clerical roles within a higher education setting.
- Develop skills in data entry, document processing, and communication.

### **Career-Readiness Learning Outcomes:**

- Improve organizational, record-keeping, and professional communication skills.
- Enhance problem-solving, multitasking, and teamwork skills.

## PROFESSIONAL DEVELOPMENT & TRAINING

### **Professional Development & Training**

EOU student employees have an opportunity to engage in professional development and training as a part of the job. Supervisors support the attainment of professional development by either providing internal department-specific training and/or time reassigned from normally scheduled duties to participate in university-wide training opportunities including appropriate virtual community training opportunities.

Specific training/professional development opportunities:

- Multicultural-sponsored training, activities, and events
- Career exploration activities via Career Services
- EO Career Expo Career-Ready symposium First Wednesday in April
- Résumé Review with Career Services and/or WorkSource Oregon

## LEARNING ASSESSMENT & PERFORMANCE EVALUATION

### **Learning Assessment and Performance Evaluation**

Once a term, student employees and supervisors meet to discuss the progress on completing the position's learning outcomes and the employee's job performance. Specifically:

- Adjustments to the learning outcomes and job duties as needed to meet student and department goals.
- Upcoming training and professional development opportunities.
- On-the-job performance feedback and the level of meeting job duty expectations.
- Application of coursework to the workplace, job duties, and learning outcomes.
- Application of connections to future career-related interests and coursework.