

Student Employment - Clerical Assistant III

Financial Aid - Fall 2019

Department: Financial Aid

Position Title: Financial Aid Clerical Assistant III

Position Type: Work-Study/Student Hourly Considered

Job Description: The Financial Aid Clerical Assistant III provides high-level customer service at the front counter. This includes regularly advising students on Financial Aid processes, answering phone calls/voicemails, returning and processing emails, data entry and providing information regarding the FAFSA application.

Job Requirements:

- Must be able to provide excellent customer service to students and families
- Demonstrate interpersonal communication skills
- Should have basic computer skills with Microsoft Word, Excel, and Outlook
- Be able to learn/have experience with Ellucian Banner software, data management software, SARS student information software and BDM electronic file management
- Must demonstrate professionalism at all times
- Must have the ability to write professionally and without errors
- Must have great attention to detail
- Will be trained in and practice Family Educational Rights and Privacy Act laws regarding confidentiality of student records.

You must be eligible for student employment (enrolled in a minimum of six credit hours for the semester in which you will be working) to apply for this position.

Because this position requires many details to learn, we ask that applicants commit to one year.

Skills you will gain/enhance: You will learn and improve skills that are applicable in many industries: customer service, communicating complex information in ways that are easy to understand, problem solving, and working in an inclusive environment. In addition, you will use Microsoft Excel and Word to complete various projects. During each semester that you work in Financial Aid, there will be many opportunities for skills enhancement that you will use both inside and outside the office. Our student employees take part in various training sessions related to the regulations of Financial Aid and best practices with regard to customer service and working as a team. In addition to the in-house training, our student employees also take part in sessions

provided by the Career Success Center when available. These may include sessions related to interviewing and resume building. There is a direct investment in your success well after your tenure as a Financial Aid Clerical Assistant.

Job Payment Information: An hourly wage paid to you Bi-weekly (every two weeks).

Wage: Starts at \$12.00 per hour and may be eligible for an increase based on performance and length of time employed by Financial Aid.

Paid: Bi-weekly (Fridays)

[Click here to apply for this position!](#)

For questions about this position, contact Daniel Rash at Dan.Rash@rrcc.edu.

For questions about student employment in general, contact bob.miller@rrcc.edu.

Note: Former employees of the Colorado Community College System or one of its 13 colleges, who were disciplinary terminated or resigned in lieu of termination, must disclose this within your application materials.

Red Rocks Community College is committed to diversity in its people and programs. The College prohibits all forms of discrimination and harassment including those that violate federal and state law or the State Board for Community Colleges and Occupational Education Board Policies 3-120 and/or 4-120. The College does not discriminate on the basis of sex/gender, race, color, age, creed, national or ethnic origin, physical or mental disability, veteran status, pregnancy status, religion, genetic information, gender identity, or sexual orientation in its employment practices or educational programs and activities. Red Rocks Community College will take appropriate steps to ensure that the lack of English language skills will not be a barrier to admission and/or participation in vocational education programs.

RRCC has designated Arnie Oudenhoven as its Affirmative Action Officer/Equal Opportunity Administrator/Title IX Administrator with the responsibility to coordinate its civil rights compliance activities and grievance procedures. Report all concerns or complaints relating to discrimination or harassment to the Title IX/EO Coordinator(s). For information, contact Arnie Oudenhoven Executive Director, HR, Title IX Coordinator, Title VII/Equal Opportunity Coordinator, ADA/Sec 504 Coordinator, via mail at 13300 West Sixth Avenue, Lakewood, CO 80228. Phone 303.914.6298, or email arnie.oudenhoven@rrcc.edu or Deborah Houser, Assistant Director of Human Resources/Deputy Title IX Coordinator, 303.914.6224 deborah.houser@rrcc.edu. 13300 West Sixth Avenue, Lakewood, CO 80228.

You may also contact the Office for Civil Rights, U.S. Department of Education, Region VIII, Federal Office Building, 1244 North Speer Boulevard, Suite 310, Denver, CO 80204, telephone (303) 844-3417.

Reasonable accommodation will be provided upon request for persons with disabilities. If you are a person with a disability who requires an accommodation to participate in the application process, please notify Human Resources at 303-914-6570.

RRCC conducts pre-employment background checks on all employment finalists to determine or verify background information, including criminal history, references from previous employment, qualifications, and, when applicable, driving history. Employment offers are contingent upon receiving a satisfactory report.

For information regarding Red Rocks Community College Security, including crime statistics for the Red Rocks Community College Lakewood and Arvada campuses, please see the Red Rocks Community College campus security website at <http://www.rrcc.edu/police/>. For a hard copy report, please contact 303.914.6494.