

**WORK-STUDY JOB DESCRIPTION ANNOUNCEMENT**  
**Customer Service**  
**Representative/Office Assistant**



<i>Department</i>	CentreTech Financial Aid Office	
<i>Campus &amp; Location</i>	CentreTech Campus, Administration Bldg., Suite A103	
<i>Supervisor</i>	Monica Sena-Chavez	<i>Phone</i> 303-360-4909

**General Description**

The primary goal of this position is to aid and support the Financial Aid Office. The Financial Aid Assistant will provide customer service to students over the phone, in person, through email, and online using our virtual communication platform. This student would be expected to learn general and in-depth financial aid information and have the knowledge on how to assist in completing a FAFSA/CASFA and additional documents. The ideal candidate would have strong organizational skills to help with filing and scanning and would be able to work autonomously to help cover the front desk and phones as needed.

**Duties & Responsibilities**

- Customer Service in person, on the phone, and virtually.
- Returning voicemails and emails.
- Schedule FAFSA appointments for the CTC campus.
- Document intake and review students' files – in their entirety.
- Weekly mandatory meeting for updates about Financial Aid (the day will depend on everybody's availability).
- Helping advisors with projects as needed.
- Must keep all areas of the financial aid office clean and presentable in doing various tasks.
- Other things may be required to complete, related to the job environment.

**Qualifications**

- Professional and friendly attitude.
- Excellent communication skills - Bilingual or multilingual is a plus.
- Familiarity with computers and Microsoft Office suite.
- The ability to learn and work independently and as a member of the team.
- To demonstrate dependability, punctuality, and responsibility.
- Demonstrate diversity, equity, and inclusion.
- Have patience and resilience.
- The ability and willingness to take direction and to learn from constructive criticism and/or feedback,
- Open availability/flexibility – is a plus.

**Number of Hours Per Week** 20