



American Samoa Community College
Student Services-Financial Aid Division
EMPLOYMENT OPPORTUNITY

Position Title: **Administrative Assistant**
Employment Status: Full Time 12 months (Career Service)

General Description:

Under the direct supervision of the Financial Aid Officer, the Administrative Assistant will perform the day-to-day activities and serve in a support position to ensure that communications between students and the Financial Aid Office are handled efficiently and professionally. The individual in this position will serve as a liaison within ASCC regarding financial aid documents and other forms of communication. The Administrative Assistant must carry out the job duties in a professional manner that demonstrates: good communication skills, effective time management, respect for others, and a professional appearance and conduct which meets established ASCC standards with initiative and enthusiasm. The successful candidate for this position will perform standard secretarial/receptionist and administrative duties.

Responsibilities and Duties:

Administrative

- Actively participate in institutional or College committees, trainings and/or extracurricular activities
- Support the mission and vision of the College, Student Services and Financial Aid Office
- Interpret and adhere to all federal, state, and institutional regulations, policies and procedures governing federal student aid, including FERPA

Technical

- Deliver high quality customer service to students, parents, faculty, staff and the general public
- Answer telephone inquiries and provide accurate information and assistance as required
- Manage incoming documents; sort and distribute them to the appropriate staff member
- Perform document imaging processes, copying, and distributing materials as needed
- Monitor and maintain inventory supplies and administrative office needs
- Operate and maintain office equipment and electronic filing systems
- Maintain accurate and complete documentation of office purchase orders, reports, etc.
- Review and publish departmental policies and procedures
- Prepare correspondence for the Financial Aid Officer's review and signature
- Assist with set-up and support for financial aid meetings, presentations, and special projects
- Assist Financial Aid Counselors when the office is short-staffed
- Assist the Financial Aid Coordinator with outreach initiatives and special projects as assigned by the Financial Aid Officer
- Attend financial aid meetings, workshops, training, and conferences
- Coordinate and monitor activities of Federal Work Study students assigned to the Financial Aid Office

- Assist students and their families with the financial aid process including FAFSA completion
- Provide information and answer questions in regarding documentation, eligibility requirements, financial aid status, deadlines and disbursement
- Collect and review all received documents for proper completion and accuracy
- Maintain professionalism and confidentiality of student information, interactions and transactions
- Maintain a master spreadsheet for all Institutional Student Information Records (ISIR) received

Planning

- Schedule meetings and financial aid counseling appointments. Maintain automated appointment schedule for Financial Aid staff and provide appointment reminders
- Maintain departmental calendars, schedule appointments, and keep abreast of critical changes and updates
- Attend prospective student functions on campus, including appropriate SGA events
- Participate in institutional or community events to present financial aid information
- Participate in the Financial Aid Awareness Month (February), National Financial Literacy Month (April), Financial Aid Day (3rd Wednesday in October each year) and other Financial Aid Community Awareness events and/or activities

Reporting

- Comply with all Federal Student Aid and institutional deadlines
- Maintain a log of all incoming documents and visitors to the office and provide data for the monthly report
- Maintain complex use of computer programs and/or systems for reporting, tracking and monitoring, and to process, record, retrieve and verify financial aid data
- Distribute, compile and maintain survey results
- Contribute to the overall success of the Financial Aid Office by performing all other duties as assigned.

Minimum Qualifications:

- Associate's degree
- One to three (1-3) years of working experience in an office setting, preferably in a financial aid office
- Professional knowledge of Family Education Rights and Privacy Act (FERPA); Excel spreadsheets, word processing and browsers
- Great written and oral communication skills
- Knowledge of basic research methods and procedures
- Knowledge of concepts, practices and techniques of customer service

Salary: GS-09/06-10: \$22,240.00 - \$25,360.00 per annum

Application Deadline: March 17th, 2025 no later than 4:00pm

Applications are available from the American Samoa Community College, Human Resources Office at 699-9155 Ext. 460/466/456/474, 699-2722 ext 3601/3602/3603/3604/3605/3606 or online at www.amsamoa.edu/employmentopportunities or by emailing ascchumanresources@amsamoa.edu.

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