



**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 telephones and provide information and assistance as required
- Manage incoming documents; sort and distribute these to appropriate staff members
- Perform document imaging processes; process, copy, and distribute materials
- Monitor and maintain inventory supplies and administrative office needs
- Operate and maintain office equipment and electronic filing
- 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 and FAFSA completion
- Provide information and answer questions in regards to documentation and eligibility requirements, financial aid status, deadlines and disbursement
- Collect and review all documents received 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 (3<sup>rd</sup> 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:**

- A combination of one to three (1 – 3) years of related work experience, including training and education, may be substituted for degree
- Professional knowledge of Family Education Rights and Privacy Act (FERPA)
- Comprehensive knowledge of computers and technology, including excel spreadsheets, word processing and browsers
- Written and oral communication skills, including correct English usage, grammar, spelling, punctuation and vocabulary
- Basic research methods and procedures
- Concepts, practices and techniques of customer services

#### **Preferred Qualifications:**

- Associate's degree, along with the knowledge, skills, and abilities listed under minimum qualifications

**Salary:** GS-09/01-06: \$18,340.00 - \$22,240.00 per annum

**Application Deadline:** January 11<sup>th</sup>, 2024 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](http://www.amsamoa.edu/employmentopportunities) or by emailing [ascchumanresources@amsamoa.edu](mailto:ascchumanresources@amsamoa.edu).

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