

## Kishwaukee College Work Study Position

**DEPARTMENT:** Financial Aid Office

\*Note: Students are not allowed to work in more than one department at the same time.

**JOB DESCRIPTION** (Include major duties to be performed):

Answer phone calls and voice mail, return phone calls and departmental e-mails. In order to do this, employee must learn general financial aid requirements and software.

### **QUALIFICATIONS/SKILLS REQUIRED**

Must be detail oriented, with high accuracy rate; possess strong customer service skills, have a willingness to learn and adapt to changing rules/regulations and priorities. Must have the ability to serve a diverse population, in a noisy environment with frequent interruptions. Must possess a strong work ethic and be reliable. Must maintain Financial Aid Satisfactory Academic Progress and strictly adhere to the Federal Privacy Regulations (FERPA).

**NUMBER OF HOURS PER WEEK:** up to 20

**DAYS OF WEEK.** (check one):  Flexible or  Must be able to work the following days of the week: Click or tap here to enter text.

**DEPARTMENT SUPERVISOR/COORDINATOR:** Cynthia Stonesifer of Lu Mantick

**CONTACT INFORMATION:** Office, phone, email: 815-825-9328

**STUDENTS MAY ALSO APPLY TO ME DIRECTLY:** YES:  NO

**DATE TO POST JOB:** immediately