



JOB DESCRIPTION- FINANCIAL AID SERVICE SPECIALIST

General Description/Primary Purpose:

The Financial Aid Customer Service Specialist is responsible for providing front line support for the Office of Financial Aid reporting to the Director of Financial Aid on the Tishomingo Campus.

Classification: Full-Time, non-exempt Staff

Salary: Salary commensurate with qualifications and experience, plus full fringe benefits.

Appointment: 12-month appointment

Overview: Murray State College is a small, open-door community college that provides personal growth and professional success opportunities to students of all educational backgrounds. Employees at MSC will flourish in a family-like environment that offers collegiate support and opportunities for advancement.

Located in the heart of the Chickasaw Nation, MSC's service area comprises small towns with a low cost of living and numerous natural attractions which offer fishing, hiking, and camping. Conveniently located within a two-hour drive of Dallas and Oklahoma City, MSC offers the best of both worlds: small-town life with access to big-city offerings.

Description Job Functions:

1. Exhibit pro-active attitudes and actions.
2. Maintain confidentiality of student and college information according to FERPA and institutional policy.
3. Maintain a positive working environment with supervisors, staff, faculty and students.
4. Greet and assist students and others in a friendly, service-oriented and professional manner.
5. Provide front line support for the MSC Financial Aid office.
 - a. Answer telephones
 - b. Relay messages accurately and timely
 - c. Respond to questions
 - d. Make appointments
 - e. Receive and announce visitors
 - f. Process incoming and outgoing mail
 - g. Enter documents into the financial aid management system
 - h. Maintain required records and coordinate with campus staff
 - i. Maintain inventory of equipment and office supplies
 - j. Maintain student and office filing system
 - k. Maintain office suite cleanliness

6. Troubleshooting, analytical, and problem-solving abilities necessary to meet daily challenges of responsibilities.
7. Coordinate and maintain office operations, including supply management and equipment maintenance.
8. Provide support for special projects and initiatives as assigned.
9. Assist financial aid applicants in completing financial aid applications and loan counseling.
10. Assist applicants, parents, and others with information on types of aid available as well as the application process.
11. Assist in updating financial aid policies and procedures.
12. Assist with scholarships, Federal Work-Study, and state aid programs.
13. Assist the Director and office staff with special projects and activities.
14. Assist the Director and office staff in monthly fund reconciliation and reporting.
15. Maintain office hours to coincide with the demand of student traffic during peak periods.
16. Ability to be flexible and adaptable to change; ability to accept new/different assignments.
17. Support MSC activities and events.
18. Attend conferences and workshops as necessary.
19. Assist Murray State College with retention efforts to promote degree completion for students.
20. Maintain NIMS training as required, including the IS-700.a and IS-100.HE tests.
21. Serves as Campus Security (CSA) as outlined by the Clery Act.
22. Perform other duties as may be assigned by the Director of Financial Aid.

Required Knowledge, Skills, and Abilities:

Individuals must possess the following knowledge, skills, and abilities or be able to explain and demonstrate that the essential job functions can be performed, with or without reasonable accommodation, by using some other combination of skills and abilities.

- Ability to communicate effectively, both orally and in writing.
- Ability to demonstrate problem-solving skills.
- Ability to meet deadlines.
- Demonstrate knowledge of, or ability to become familiar with, two-year and/or community college systems in Oklahoma.
- Demonstrate knowledge of administrative software systems such as Ellucian Colleague and possess fluent computer skills.
- Demonstrate skills in Word, Excel, and PowerPoint.

Other Ergonomic Requirements:

In performing job functions related to assigned duties, some amount of stooping, kneeling, bending, crouching, lifting, walking, carrying, and other movements may be required. All individuals are required to be able to perform these movements without a significant risk of injury to themselves or others, or to otherwise demonstrate or explain how they can perform the essential functions of the job.

Hours: Monday- Thursday, 8:00 a.m. to 5:00 p.m. and Friday, 8:00 a.m.- 12 noon (37.5 hour work week). A flex schedule may be utilized if the area supervisor finds it necessary for the functionality of the department. Compensation time can be used if approved by the supervisor and the area Vice President in advance, per MSC policies and procedures.

Qualification Standards:

1. **Minimum Educational Qualifications:** Associate Degree preferred. Knowledge of computers, Windows, Microsoft Office, etc.
2. **Experience:** Experience working with the public in an office environment preferred. Knowledge of the regulations governing federal and state student financial aid programs preferred.
3. **Professionalism:** Members of the Murray State College staff are expected to show professional competence, integrity, and enthusiasm in the performance of all responsibilities.
4. **Image:** Murray State College employees are expected to maintain a neat, well-groomed, and professional image at all times while performing their responsibilities.
5. **Background Check:** The successful candidate must give permission to have a formal background check conducted and employment is contingent upon the results of the national criminal and sex offender background check

Application Process:

1. Letter of application.
2. Resume.
3. Unofficial college transcript(s). NOTE: Official college transcript(s) required upon employment.
4. Completed MSC employment application.
5. Submit a Background Check Consent Form.

Submit Application to:

Human Resource Office
Murray State College
One Murray Campus, Suite AD 104
Tishomingo, Oklahoma 73460
MSCemployment@mscok.edu

Application Deadline:

Position will be filled when an acceptable candidate is identified.

MSC participates in E-Verify.

MURRAY STATE COLLEGE IS AN EQUAL OPPORTUNITY EMPLOYER. Murray State College, in compliance with Titles VI and VII of the Civil Rights Act of 1964, Executive Order 11246 as amended, Title IX of the Education Amendments of 1972, Americans with Disabilities Act of 1990, and other Federal laws and regulations, does not discriminate on the basis of race, color, national origin, sex, age, religion, handicap, or status as a veteran in any of its policies, practices, or procedures. This includes but is not limited to admissions, employment, student financial aid, and educational services.