



## Academic Year 2018-2019

### Job Title

Wellesley Financial Aid Staff Assistant

### Hours:

12-15 hours per week; flexible

### Reports To

Financial Aid Counselor

### Job Overview

Perform a variety of administrative support/duties; Act as an information resource on Financial Aid procedures and manage front desk operations.

### Responsibilities and Duties

- Answer general questions about Financial Aid procedures; student's financial aid statuses and other Financial Aid inquiries.
- Answers and directs a high volume of incoming phone calls; greets walk-in visitors and triaging to other staff and departments as necessary.
- Provide administrative support to staff; filing, mail sorting, alphabetizing documents, and creating student files.
- Take and relay phone messages to appropriate staff member.
- Ad hoc Projects

### Qualifications

Must have strong communication and computer knowledge and strong attention to detail. This position includes a high volume of customer service and ability to maintain confidential information regarding students financial aid records.

### Contact Information

Interested applicants may contact Carolina Moreno at [cmoreno@massbay.edu](mailto:cmoreno@massbay.edu)

### PLEASE NOTE:

Student Must Qualify for Federal – Work Study in order to be officially hired. Please contact the Financial Aid Office at 781-239-2600 or [cmoreno@massbay.edu](mailto:cmoreno@massbay.edu) to confirm your eligibility for Federal Work-Study. Students who begin working without having completed all required documents WILL NOT BE PAID for those hours worked.