PROGRAM ASSISTANT (HALF TIME)
FINANCIAL AID OFFICE
HIRING RANGE: $13.54 TO $14.34 PER HOUR

FUNCTION:
The program assistant reports to the associate director of financial aid and provides administrative support for the
Financial Aid office.

RESPONSIBILITIES AND RELATED DUTIES:
1. Be the second point of contact for the financial aid office after student assistants:
   - Provide reception services for the financial aid office by answering the phones, handling voice mail for the
general office number and assisting those who come into the office
   - Monitor general financial aid email and forward or answer as needed
2. Oversee the preparation and dissemination of award information to students weekly:
   - Print paper award notifications; email electronic award notifications
   - Facilitate and execute student award revisions and missing document notifications
3. Provide support to the office as follows:
   - Monitor and purchase office supplies and maintain supply storage
   - Place work orders for the office using Facility Services software
   - Update and order office and financial aid forms in both paper and electronic (including the web) format
   - Make room reservations for department through Infosilem software
   - Monitor student pick-up box weekly
   - Process Duplicate Records
   - Scan documents for Chrome River Reporting
4. Participate in on and off-campus training opportunities as well as the annual staff retreat
5. Other duties as assigned by the Director of Financial Aid

QUALIFICATIONS, SKILLS AND ABILITIES:
- High school diploma or GED required.
- Three years of related work experience (or an equivalent combination of education and experience).
- Effective organizational skills
- Ability to give appropriate attention to detail, and handle simultaneous tasks effectively in a fast paced
  work environment
- Effective analytical, oral and written communication skills
- Demonstrated commitment to quality customer service
- Ability to work with and understand regulations
- Ability to meet deadlines while producing accurate information
- Proven ability to work cooperatively and productively with students and parents of students
- Ability to work responsibly with confidential information
- Ability to function as a contributing and supporting member of the Financial Aid Office Team
- Ability to work independently and to organize and prioritize tasks for successful and timely completion
- Computer competency (Windows products and relational database)
- A work ethic that is trustworthy, respectful, responsible, fair, caring and demonstrates good citizenship
- A desire to become a seasoned financial aid professional
- A personal commitment to the Christian faith
• Demonstrated awareness and commitment to effectively establishing relationships and positive communications across multiple dimensions of diversity including, but not limited to race, gender, physical limitations, class or religious perspectives.
• An active commitment to equal opportunity for all persons
• A commitment to the educational mission of Whitworth University as a Christian liberal arts institution affiliated with the Presbyterian church.
• Background check required.

APPLICATION PROCESS:
The following documents are required, in addition to completing the online application form:
1) A letter of interest that relates your education and experience to the qualifications of the position and includes a note confirming your interest in this position at our posted hiring range
2) Résumé
3) The names, addresses, telephone numbers and email addresses of three academic/professional references
4) A one-page document describing your personal commitment to the Christian faith

Whitworth complies with all federal, state, and local nondiscrimination laws that are applicable to religious nonprofit institutions and does not engage in unlawful discrimination on the basis of race, color, national origin, age, sex, or disability. With our commitment to building a diverse community, the university encourages applications from populations underrepresented at Whitworth including members of racial/ethnic communities, women, and persons with disabilities.