

MURRAY STATE COLLEGE
Tishomingo - Ardmore

Job Description

Financial Aid Customer 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, NE1 non-exempt Staff

Salary: Salary commensurate with qualifications and experience
Full fringe benefits are included as part of the salary package

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 is comprised of 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.

Essential Job Functions and Duties:

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. Assist financial aid applicants in completing financial aid applications and loan counseling.
8. Assist applicants, parents, and others with information on types of aid available as well as the application process.
9. Assist in updating financial aid policies and procedures.
10. Assist with scholarships, Federal Work-Study, and state aid programs.
11. Assist the Director and office staff with special projects and activities.
12. Maintain office hours to coincide with the demand of student traffic during peak periods.
13. Ability to be flexible and adaptable to change; ability to accept new/different assignments.
14. Support MSC activities and events.
15. Attend conferences and workshops as necessary.
16. Assist Murray State College with retention efforts to promote degree completion for students.
17. Maintain NIMS training as required, including the IS-700.a and IS-100.HE tests.
18. Serves as Campus Security (CSA) as outline by the Clery Act.
19. Perform other duties as may be assigned by the Director of Financial Aid.
20. Before or upon employment the successful candidate must complete mandatory NIMS (National Incident Management System) General Role Training Modules, IS-100.C, and IS-700.B, through the Department of Homeland Security as directed by the MSC administrative staff and campus police. Please log on to the FEMA website at: <http://www.fema.gov/training-0#item1> to complete your training online. Once completed, you need to provide a copy of your certificate to the Office of Human Resources. If you would like, you can scan a copy and email it to humanresources@mscok.edu.

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 PowerFacts and Jenzabar PX 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: Generally, weekday (Monday through Friday) hours will be 8:00 AM - 5:00 PM. (40-hour workweek). Occasionally, it may be necessary to deviate from the normal eight-to-five work schedule. Therefore, must be willing to work hours other than 8:00 AM to 5:00 PM as necessary.

Image: Murray State College employees are expected to maintain a neat, well-groomed, and professional image at all times.

Professionalism: Members of the Murray State College staff are expected to show professional competence, integrity, and enthusiasm in the performance of all responsibilities.

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.

Qualifications Standards:

1. *Education Preferred:* Associate degree or other combination of education and experience. Prefer associate in Business Administration or related area.
2. *Experience Preferred:* Experience working with the public in an office environment preferred. Knowledge of the regulations governing federal and state student financial aid programs preferred.

Application Process:

Applicants must submit the following items:

1. Letter of application
2. Resume
3. Three or more references
4. Unofficial college transcripts (for both undergraduate and graduate course work)
(NOTE: Official transcript(s) required upon employment.)
5. Murray State College employment application

Mail or deliver application to:

Human Resources Office
Murray State College
One Murray Campus, St. AD111
Tishomingo, Oklahoma 73460
humanresources@mscok.edu

Application Deadline: Review of applications will begin immediately and continue until filled

MSC participates in E-Verify

MURRAY STATE COLLEGE IS AN AFFIRMATIVE ACTION/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 education services.
