



Job Title: ADMINISTRATIVE SPECIALIST I	Prepared By: Lisa Smith, Director of FA
Department: Financial Aid	Prepared Date: August 12, 2020
Reports To: Director of Financial Aid	Approved By: Brad Patterson, VP
FLSA Status: Non-Exempt	Approved Date:
Emp. Type: Full Time <input checked="" type="checkbox"/> Part Time <input type="checkbox"/> Extra Help <input type="checkbox"/>	Last Updated:
Hours of Work: <input checked="" type="checkbox"/> 8-5 M-F and as specified in duties	<input type="checkbox"/> Varied, as scheduled or as specified in duties
Salary: \$22,443.20 - \$30,829.00	

SUMMARY

The Administrative Specialist I provides administrative and clerical support to the Financial Aid Department. The candidate must possess a high stress tolerance, provide excellent customer service, the ability to learn new concepts and to adapt quickly to change in a work environment with extremely high volume. This position is governed by state and federal laws and institution policy.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Greet students and parents visiting the Finance Aid Office
- Assist students in their Student Portal in myHenderson website.
- Help students complete entrance counseling.
- Distribute emails to the Financial Aid Analysts.
- Distribute financial aid's incoming mail.
- Order and organize office supplies for financial aid.
- Image documents.
- Pay financial aid invoices.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

KNOWLEDGE, ABILITIES AND SKILLS – Knowledge of computer software; Microsoft Office, Google Suite, Word and Excel.

COMPETENCIES – To perform the job successfully, an individual should demonstrate the following competencies:

UNIVERSITY SUPPORT - Follows policies and procedures; completes administrative tasks correctly and on time; supports university's goals and values; supports affirmative action and respects diversity. Commitment to the mission of HSU and an understanding of the different components of the university.

DIVERSITY - Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; promotes a harassment-free environment; sensitivity to and an understanding of the diverse academic, socioeconomic, cultural and ethnic backgrounds of the HSU student.

STUDENT RELATIONS - Manages difficult or emotional student situations; responds promptly to student needs; solicits student feedback to improve service; responds to requests for service and assistance; meets commitments. Customer and solutions oriented with a strong commitment to customer service while maintaining compliance with policies.



PROFESSIONALISM - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

QUALITY - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

ETHICS - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds University values.

SAFETY AND SECURITY - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

DEPENDABILITY - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

TECHNICAL SKILLS - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others. Ability to interpret complex financial aid regulations and apply appropriately in different situations.

INTERPERSONAL SKILLS - Focuses on solving conflict, not blaming; maintains confidentiality; keeps emotions under control; remains open to others' ideas and tries new things. This position has regular contact with department staff, other state agency/institutions personnel, clients/students, personnel of regulated entities, and the general public. Must be able to work both individually and in a team environment.

LEADERSHIP - Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.

JUDGMENT - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

The formal education equivalent of a high school diploma, plus one year of specialized training in office administration, secretarial science or related field. Bachelor's degree and previous experience in higher education and/or financial aid are desired. Other job related education and/or experience may be substituted for all or part of these basic requirements.



LANGUAGE SKILLS

A strong knowledge of grammar, punctuation and spelling. Ability to read, analyze, and interpret general business periodicals, procedures, or governmental regulations.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Knowledge of basic record keeping procedures is critical. Knowledge of principles and practices of money management.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to collect, analyze, compile, and record data on financial aid.

COMPUTER SKILLS

Strong Computer skills are required. Knowledge of student financial aid programs, standards and procedures. To perform this job successfully, an individual will have knowledge Microsoft Office and the Google Suite.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is regularly required to sit, walk and talk or hear. The employee must regularly lift and /or move up to 10 pounds. Must be able to operate standard office and document imaging equipment.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate and can be loud.