



## Financial Aid Assistant

Pitzer College's Office of Financial Aid seeks a talented individual with a great attention for detail for Financial Aid Assistant. This is a regular, full-time, non-exempt, staff position. This position serves as the initial contact for visitors to the office and juggles telephone, email and phone inquiries with a friendly demeanor, tact and diplomacy. Duties may require specialized knowledge and are confidential in nature. The ideal candidate will possess excellent interpersonal, organizational and customer service skills.

The Pitzer Office of Financial Aid *supports the goals of the admission program: to bring a student body of quality and diversity to campus.* The Office is committed to assisting students meet the cost of Pitzer by meeting 100% of demonstrated need. You can learn more about our Office and staff by visiting us online at <https://www.pitzer.edu/financial-aid/> and our employment benefits at <https://www.pitzer.edu/human-resources/benefits/>.

*Note: this is a summary of the essential functions and requirements for the position; a detailed description is available at the hyperlink listed below.*

### ESSENTIAL FUNCTIONS:

1. Serve as the first point-of-contact for all walk-ins, telephone calls and emails to the office.
2. Manage the Financial Aid and Slate email accounts.
3. Responsible for all incoming documents to the office and prioritize items requiring immediate attention.
4. Maintain and control confidential student records.
5. Use PowerFAIDS to generate monthly email communications, direct loan and federal workstudy communications, and produce award letters.
6. Generate invoices in Workday.
7. Works closely with the Assistant Director to coordinate Pitzer College loan paperwork with students and The Claremont Colleges Services (TCCS).
8. Coordinate travel and conference registration for Financial Aid staff.
9. Serve as the office lead in planning, coordinating and executing special events on campus.

**Work Hours:** This is a full-time position working 40 hours per week for 12 months annually. The regular hours for this position are 8:00 am to 5:00 pm, Monday through Friday. These hours may vary due to needs of the College or department.

## REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Education: Must have a high school diploma plus two years of college; or any combination of education and experience that provides the required skills and abilities. A bachelor's degree from an accredited institution is preferred.

Experience: Must have one year of full-time experience in general office assignments. Preference will be given to individuals with experience in financial aid or student services positions with significant computer experience. Experience with PowerFAIDS is preferred.

## COMPENSATION:

Pay Rate: The hourly rate is commensurate with qualifications plus excellent benefits. The pay range will be available to interviewed applicants by request. Benefits can be viewed at <http://www.pitzer.edu/human-resources/benefits/>.

Benefits: This position is eligible for the College's full program of employee benefits subject to the terms and conditions in the plan documents/policies, including: medical, dental, vision, group life insurance of at least \$20,000, 12% employer retirement contributions, tuition remission within The Claremont Colleges, gym/fitness resources (including a personal trainer), free parking, an interest-free computer loan, and more. *Note: Restrictions or service requirements apply.* Visit <http://www.pitzer.edu/human-resources/benefits/> for details. Contact us at [HR@pitzer.edu](mailto:HR@pitzer.edu) if you have questions.

## TO APPLY:

**Priority Deadline:** Applications received by August 23, 2019 will be included in the initial screening. Review of applications will commence immediately.

Please click [here](#) to be directed to an online Box folder to view the full job description, download the **Staff Employment Application Form** (required) and **Applicant Information Form** (optional). Submit the forms with the following documents:

1. Cover Letter: Please address the following in your letter:
  - a. Which Pitzer core value resonates with you the most
  - b. How do you speak with authority
  - c. Describe your interactions with customers/clients
2. Resume: Provide relevant experience with dates.
3. Professional References: Provide a list three (3) professional references, including their names, business titles, phone numbers, email addresses, and an indication of how you are acquainted with them (e.g., former supervisor, coworker, etc.). References will be contacted for top applicants only and advance notice will be provided.

**SUBMIT ALL MATERIALS TO:** [StaffJobs@pitzer.edu](mailto:StaffJobs@pitzer.edu)

PITZER COLLEGE is a top-ranked liberal arts institution and member of the prestigious consortium of The Claremont Colleges. With a student body of approximately 1,000 co-educational undergraduates, Pitzer's core values include social responsibility, intercultural understanding, interdisciplinary learning, student engagement and environmental sustainability.

Pitzer College adheres to both the letter and the spirit of Equal Employment Opportunity and Affirmative Action. We strongly encourage candidates from underrepresented groups to apply.

[www.pitzer.edu](http://www.pitzer.edu) | **StaffJobs**

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