Position Title:  ADMINISTRATIVE ASSISTANT  
Location:  San Antonio main campus  
Office/Department:  Financial Aid  
Work Status:  Full time  
FLSA Status (Exemption Category):  Non-exempt  
Reports to:  Assistant Director of Financial Aid  
Supervisory Responsibility:  N/A  
Created/Revised by (Date):  E. Flores (03/04/10)  
Approved by (Date):  P. Vargas 03/04/10

Job Summary:  
The Administrative Assistant provides general administrative support for the Financial Aid professional staff to include, but not limited to, scheduling counseling appointments, front desk activities, filing, and phones. Position involves a high degree of confidentiality.

Essential Functions:
1. Provides general administrative support for the Financial Aid professional staff.  
2. Serves as first point of contact in answering questions pertaining to the financial aid process for current and prospective students, parents, the university community and the general public.  
3. Shares responsibility for phones and front desk.  
4. Processes and disseminates incoming and outgoing mail.  
5. Enters financial aid data in the Colleague financial aid tracking system in a timely manner.  
6. Creates and maintains permanent record files for financial aid applicants.  
7. Schedules student and parent counseling appointments.  
8. Maintains inventory of financial aid materials and supplies.

Additional Responsibilities:
1. Performs other related duties as assigned.

Knowledge, Skills, and Abilities:
1. Knowledge of or ability to learn financial aid programs and regulations.  
2. Knowledge of general office practices, procedures, and equipment.  
3. Knowledge of or ability to learn the Colleague financial aid module, EDE software, and Windows-based applications.  
4. Effective communication skills.  
5. Ability to work weekends, some evenings, and to attend training as necessary.  
6. Vision and dexterity within the general range of an office environment.  
7. Sufficient endurance to sit for long periods of time entering data, and sufficient mobility to retrieve files from the office storage area.  
8. Ability to perform light to moderate lifting of up to 10 pounds.

Education and Experience Requirements:
1. Two years of full time secretarial or administrative support experience or the equivalent of one year of experience providing clerical support in a higher education financial aid office.  
2. Some college hours desired.

Minimum Starting Rate:  (Actual rate offered subject to qualifications)  
Applicant deadline:  Open until filled

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