BERGEN COMMUNITY COLLEGE

JOB DESCRIPTION

TITLE: Senior Secretary

DEPARTMENT: FINANCIAL AID

FUNCTION: To provide quality customer service to students at the One Stop, on the phone, and walk-ins. Perform secretarial functions of moderate complexity with supervision provided by the Executive Director or designee.

REPORTS TO: Assistant Director

SUPERVISES: Work study students and PT employees

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Provide customer service to students at the One Stop, on the phones, and as walk-ins/appointments. If needed, refer person or caller to appropriate staff person based on the information requested.

2. Handle incoming mail and documents received in the Financial Aid Office.

3. Prepare, review, and input documents and data in Colleague and Kovax scanner.

4. Prepare, organize, process, and maintain office and student’s financial aid documents, records, and files.

5. Run Colleague and other system routines to request save lists, receive reports, and generate letters/communications.

6. Assemble and summarize financial aid program specific data, as required.

7. Prepare and produce a variety of forms used in the processing of financial aid.

8. Perform financial aid program specific, manual and automated routines to process financial aid awards based on program assignment.
9. Any additional responsibilities as assigned, such as record management of inactive files and records...

10. Performs additional tasks or duties as assigned by the Assistant Director or other designated management.

**MINIMUM QUALIFICATIONS:**

**Knowledge, Skills and Abilities:** Demonstrates understanding of the community college mission and practices an open door policy. Has basic proficiency in the use of the Microsoft Office suite. Exhibits strong skills in:
- Communication
- Customer and Student Focus
- Building Relationships
- Organizational Skills
- Multi-tasking
- Confidentiality

**Education:** High School graduate or equivalent, preferably an Associate Degree.

**Experience:**
- At least one year of experience providing reception and phone customer service, and performing secretarial duties.

- Experience working at a college and/or in a financial aid office a plus

- Strong interpersonal and telephone skills.

- Ability to interact with a diverse population, including students, parents, faculty, staff, and external agency’s personnel.

- Experience using a personal computer and Microsoft Office Software applications, with strong keyboard skills

- Willingness and ability to work flexible hours as needed.
Bergen Community College is an equal opportunity employer and does not discriminate on the basis of race, color, religion, age, sex, national origin, disability, or veteran status.

Submitted by: _____________________ Date: ____________
Name/Title

Approved by: _____________________ Date: ____________
Name/Title

Reviewed by: _____________________ Date: ____________
Human Resources

Board Approval: _____________________ Date: ____________
Board Approval

THE COLLEGE RESERVES THE RIGHT TO MODIFY JOB DESCRIPTIONS AT ANY TIME WITH OR WITHOUT NOTICE