

*Founded in 1927, Austin Peay State University is a comprehensive, state-assisted university with an enrollment of approximately 9,000 students. APSU was named in honor of the late Tennessee Governor Austin Peay, who served from 1923–1927.*

*With a main campus in Clarksville, Tenn. and a satellite campus on post at Fort Campbell, Ky., APSU is one of 47 universities, community colleges and technology centers in the Tennessee Board of Regents system, the sixth largest system of higher education in the nation. The University offers a full range of academic programs at the associate, baccalaureate and master's degree levels in the arts, sciences, business and selected professional programs. APSU offers 13 online degree programs and hundreds of Web-based classes. Among APSU's many points of distinction are its outstanding programs in the sciences, two centers of excellence in the creative arts and field biology and four chairs of excellence in the creative arts, business, free enterprise and nursing.*

*An integral part of Clarksville, a rapidly growing city of more than 100,000 located 45 minutes northwest of Nashville, the University led the state in enrollment growth in recent years. Since 2000, Austin Peay has renovated and erected numerous top-of-the-line facilities on its 160-acre main. Of the universities offering classes on post at Fort Campbell, only APSU has been given permission to construct its own building. The University enrolls more students at the Fort Campbell Center than the other five institutions combined.*

**Financial Aid Clerk  
Student Financial Aid  
Regular Full-time Position  
Position Number 467000**

**General Description**

The Financial Aid Clerk is responsible for maintaining a positive environment in the reception area, greeting the public and providing general financial aid and veteran's affairs information.

**Primary Duties and Responsibilities**

- Responsible for maintaining accurate staff calendars and appointments.
- Responsible for providing other office assistance as needed.
- Responsible for answering incoming calls to office providing general information and assistance and transferring calls to counselors as needed.
- Responsible for loading acceptance copies and checking to ensure that they are properly completed. If corrections are needed, give document to appropriate staff for further action.
- Serve as liaison with Telephone Services.
- Responsible for processing mail.
- Maintain an on-going understanding of computer programs necessary for initial financial aid counseling and information dissemination.
- Maintain master calendar.
- Collect, organize and maintain phone records and reception area traffic records; report monthly to Director and Assistant Director.
- Assist with review of and loading incoming documents.
- Guide and monitor the work of student employees in phone area and student employees regarding the mail.
- Maintain student employee sign-in/message board.
- Perform other job-related duties as assigned.

**Essential Functions**

- Ability to efficiently operate a personal computer and associated software (Outlook, Word, Excel, etc.) and SungardHE Banner.
- Ability to communicate effectively and appropriately.
- Ability to maintain confidentiality of records and information.
- Ability to interact in an effective and appropriate manner with diverse populations, the University community and the public.
- Ability to detect and correct grammatical and spelling errors in written correspondence.
- Ability to maintain files accurately, in paper and in software programs.
- Ability to handle multiple tasks simultaneously.
- Ability to effectively supervise and motivate students as appropriate.
- Ability to accurately process applications.
- Ability to understand and disseminate information about federal regulations.

**Required Minimum Qualifications**

- High school graduate or equivalent.
- One year of office experience.
- Personal computer skills.
- A background check will be required of the successful applicant.

### **Additional Preferred Qualifications**

- Keyboarding exam and score of 45 wpm.
- One year of college.
- Financial aid experience.

**IT IS A CLASS A MISDEMEANOR TO MISREPRESENT ACADEMIC CREDENTIALS**