

**WASHINGTON STUDENT
ACHIEVEMENT COUNCIL****PROGRAM ASSISTANT**

Appointment Type: Permanent Classified Position
Classification: Program Assistant
Division: Student Financial Assistance
Salary Range: \$2,212-\$2,769 (range 32)
Work Schedule: Full-time
Location: Olympia
Opens: August 10, 2012
Closes: August 30, 2012

AGENCY PROFILE

The Washington Student Achievement Council links the work of the secondary schools, higher education, and state education agencies to achieve the mission of improving educational outcomes for students at all levels. The Council is composed of nine members: five members who represent the public, including one student member, and four members who represent, respectively, the community and technical colleges, the public baccalaureate colleges and universities, the independent non-profit colleges and universities, and the Office of the Superintendent of Public Instruction. Supported by a cabinet-level state agency, the Council proposes improvements and innovations needed to adapt the state's educational institutions to evolving needs and advocates for increased financial support and civic commitment for public education in recognition of the economic, social, and civic benefits it provides.

The Washington Student Achievement Council is located near the Thurston County courthouse on the west side of Olympia. More information about us can be found on the website at <http://www.wsac.wa.gov/>.

UNIT PROFILE

The purpose of the Student Financial Assistance Division is to provide leadership on policy development, research, program guidance, and oversight for an array of student financial aid programs in support of agency higher education goals. This work is carried out in a manner that leverages resources from the other areas of the agency and benefits from consultation with client and special interest groups. Its aim is the delivery of a maximum of public benefit in the most responsive way possible.

The division routinely works with about 72 public and private colleges and universities throughout the state, as well as up to 20 other institutions on an occasional basis.

Major programs within the division include: College Bound Scholarship, State Need Grant, State Work Study, Educational Opportunity Grant, Future Teachers, Washington Scholars, WAVE, Community Scholarship Matching Grant, and WICHE. Other general activities include institutional training, program review, and outreach to students and special populations.

GENERAL POSITION DESCRIPTION

This full-time, classified position is eligible for benefits, leave, and retirement. The Program Assistant will provide support for the State Need Grant (SNG) and College Bound Scholarship (CBS) programs through the following activities:

- Provide administrative support to the SNG and CBS programs.
- Perform data-entry functions.
- Respond to inquiries from students, families, and financial aid administrators via phone and email.
- Process monthly reports and mailings.
- Maintain and update electronic and hard-copy files necessary for program functions.
- Attend meetings, conferences, and workshops.

Work is done in an office environment in Olympia. Flexible work schedule is not available for this position. The Program Assistant will split hours worked between two programs and report to two different program leads.

QUALIFICATIONS

Required Qualifications

- A minimum of an Associate's degree or two years of postsecondary education.
- Experience with Microsoft products, with a minimum of two years experience using Word, Excel, and Outlook.
- A minimum of two years experience providing assistance to clients/customers regarding inquiries, complaints, or problems by telephone, email, and other written correspondence.
- A minimum of one year completing substantial data entry tasks with speed and accuracy.
- Outstanding written and oral communication skills.
- Ability to work collaboratively as part of a team.
- Demonstrated experience independently managing multiple tasks and priorities.
- Ability to work independently and use good judgment in evaluating and making decisions.

Preferred/Desired Education, Experience and Competencies

- Bachelor's degree.
- Career interest in financial aid, student services, public administration, accounting, or business.
- Experience in bookkeeping, financial record keeping, or accounts receivables.
- Proficiency in creating and maintaining administrative and record keeping systems and procedures.
- Experience working with schools, community-based organizations, and postsecondary institutions.
- Experience with PowerPoint and Access.

APPLICATION PROCEDURES

To apply for this position you **MUST** complete your profile at www.careers.wa.gov and attach the following to your profile before completing the online application:

1. A cover letter describing how you meet the qualifications and competencies of this position (generic cover letter will not be accepted)
2. A current resume (please make it succinct)
3. Three professional references (personal references do not count as professional)

Initial screening will be based solely on the information contained in your application. Incomplete applications will not be considered. You should keep a copy of your application for your files.

QUESTIONS?

For questions about this position contact Karen Moton-Tate at Karenm@wsac.wa.gov or call (360)753-7802.

SELECTION PROCEDURES

All applications will be reviewed and ranked based on relevant training and experience. A limited number of the highest-ranking applicants will be admitted to the next screening phase. Rating of applications will begin immediately and will continue until the position is filled. Please submit your application by August 30, 2012 for guaranteed consideration.

The Washington Student Achievement Council is an equal opportunity/ affirmative action employer and is strongly committed to enhancing the diversity of its workforce. We will provide assistance in the recruitment, application and selection process to applicants with disabilities who request such assistance. Please call (360)753-7802 as early as possible regarding any assistance you may require.