



FINANCIAL SUPPORT AND ADVICE, STUDENT SUPPORT SERVICES

VOLUNTEER FSA ASSISTANT

JOB DESCRIPTION

Term of position:

1 trimester

Hours:

2 per week – day to be determined

Salary:

N/A – Voluntary

Reporting to:

Manager, Financial Support and Advice

Supervisor: Student Finance Adviser

Qualifications:

Currently enrolled student of Victoria University

Completing second year or above papers, B average or above

ROLE COMPETENCIES:

Customer Focus

- Makes a positive personal impression on others
- Establishes good relationships with staff and students

Teamwork

- Demonstrates an interest in and understanding of others
- Listens, consults others and communicates proactively
- Seeks to enhance working relationships with others

Communication

- Speaks clearly
- Relates well to people at all levels
- Writes clearly and correctly
- Adapts style to suit different people and situations

Integrity

- Demonstrates integrity
- Upholds ethics and values
- Shows respect and sensitivity towards cultural and religious difference

Self Management

- Manages time effectively
- Keeps to schedules
- Works systematically and methodically
- Follows procedures and policies
- Quickly learn new tasks and memorise new information

SPECIFIC KNOWLEDGE:

- B average academic grade overall (essential)
- Intermediate level Microsoft Office – Word and Excel (desirable)
- Basic knowledge of the FSA website (desirable)
- Basic knowledge of FSA publications (desirable)

RESPONSIBILITIES:

Following is a range of tasks you may be called upon to do depending upon the time of year and events being organised. Not all will be required at any one time!

Team Work

- Arriving on time for work
- Co-operating with colleagues

Customer Service

- Greeting students
- Answering the telephone
- Responding to routine queries
- Providing appointment information
- Discretion in dealing with personal and confidential material

Administration

- Data entry
- General administrative tasks i.e. photocopying, preparing posters & flyers etc.
- Distributing FSA publicity around campus

Managing Information Resources

- Maintaining stocks of forms and handouts
- Reviewing related websites

General

- Good sense of humour
- Willingness to undertake extra tasks or responsibilities as required