

# FAFSA Lab Ambassador Job Description

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## Purpose of the Tool

This tool is an adaptation of a recent job posting for the FAFSA Lab Peer Ambassador position at Fresno City College. The job description provides great detail on the expected duties of the student work-study staff, as well as essential hiring criteria to ensure that well-suited candidates are selected.

## Job Description

**Job Title:** Financial Aid Lab Peer Ambassador

**Supervisor:** Financial Aid Assistant I

**Department:** Financial Aid

**Type:** Part Time

### Supervision Received

Financial Aid Assistant I

**Pay:** \$9.10 *(Based on state-specific student employee compensation regulations)*

**Hours/Week:** 12

### General Statement of Responsibilities

Provides welcome, informational, and support services to current and prospective students regarding financial aid. Acts as central point of contact for in-person financial aid inquiries. Advocates for needs of students, teaches students to access self-service Fresno City College resources. Communicates and acts in accordance with applicable federal and state regulations and institutional policies and procedures.

Assists students and parents with financial aid applications, answers questions, maintains sign-in logs, files, provides customer service.

## Application Details

### Special instructions to the applicant:

To be eligible for student employment, you must be enrolled at Fresno City College in at least 6 credits and have a cumulative GPA of 2.0 for regular student positions or 3.0 for tutor/peer assistant positions.

**Experience:** Experience working with the public highly desired.

**Knowledge of:** Office functions, office machinery, multi-line telephone use needed.

**Ability to:** Work and communicate within a team environment required; pass a criminal background check.

**Required:** Skill to read and comprehend a variety of written material from basic handwritten or typed notes; understand and carry out verbal instructions; verbally convey information on a person-to-person basis; add, subtract, multiply, and divide; interact with students, instructors, classified employees, and administrators from a wide variety of ethnic, cultural, educational, and economic backgrounds; receive and follow oral and written instructions.

**Willingness to:** Work up to 19 hours per week; work occasional evenings, weekends, and during class recess periods; perform routine repetitive duties to completion; attend in-service training meetings; learn college rules and regulations pertaining to the duties of the financial aid lab ambassador position.

**Required Application Packet Documents:** Resume, Cover Letter, Unofficial Transcripts

**Optional Application Packet Documents:** Letter of Recommendation