



**Office of  
Student Financial Aid**  
UNIVERSITY OF WISCONSIN-MADISON

**Front Desk Operations Team Lead**

**Department Overview:**

The Office of Student Financial Aid assists students making college affordable through federal, state, and institutional funding. Our office strives to provide a seamless enrollment experience for students and their families which supports the recruitment, retention, and on-time graduation of students.

The Front Desk Lead will help to support and mentor their fellow colleagues within the Front Desk Associate position! A great opportunity to develop your transferable skills as it relates to leadership, professionalism, facilitation, and more.

**Qualifications:**

- Currently enrolled undergraduate student at UW-Madison
- Work Study eligible preferred
- Experience as a Front Desk Associate or demonstrated financial aid knowledge and experience

**Job Duties & Responsibilities:**

- Serve a general first level advisor regarding Financial Aid questions while making appropriate referrals when necessary to professionals within the office
- Assist in completing general office duties including, but not limited to: opening and closing the office, answer emails and phone calls, and checking in appointments
- Mentor and assist in the on boarding and on-going training of Front Desk Associates
- Meet with Student Experience Manager regularly, as well as participate in a Team Lead Meeting biweekly
- Attend and assist with planning and facilitation of full Team Meetings.
- Complete WiGrow evaluations as well as office evaluations semesterly for their team members in individual meetings
- Assist in preparing training materials and general office documentation to ensure the efficiency of the Front Desk Associate team members
- Support the Strategic Response Team through familiarity of the process and triaging and processing emergency assistance submissions

- Lead the Operations Front Desk Team whose mission is to constantly evaluate OSFA's front line services to ensure the services are providing accurate and transparent information to students, families, and guests.
  - Coordinate and facilitate regular meetings with Mini Team of Front Desk Associates
  - Check-in with Team members outside of meetings
- Oversee the Front Desk Documents process; includes managing workflow of documents, training on the process, and completing documents.
- Serve as an OSFA Ambassador
- Support the Office of Student Financial Aid Outreach efforts as needed

**Knowledge, Skills, & Abilities:**

- Provide friendly, empathetic, and responsive serve to students, families, and guests that interact with the office
- Effectively communicate with others; including professional staff, front desk team members, and OSFA guests
- Remain focused and productive during times of high stress
- Challenge and support team members to increase their skill development and for the purpose of their own on-going professional development
- Engage with a diverse clientele; with special consideration to varying socio-economic statuses
- Ability to critically solve complex problems and use a variety of resources
- Prioritize and manage competing priorities, while maintaining a focus on attention to detail
- Demonstrate reliability but be adaptable and flexible to the changing circumstances in financial aid
- Maintain strict confidentiality

**Anticipated Schedule:**

Be available between 7:45 am - 4:30 pm Monday through Friday. Must be able to work at least one opening shift (7:45am) and at least one closing shift (4:30pm) throughout the week. Schedule is determined each semester based on full team's availability.

**Anticipated Hours:**

Be available between 12 - 15 hours/week for shifts varying in time. Front Desk Oversight: 6 hours/week, Team Lead Duties: 6 hours/week, Front Desk Operations: 2 hours/week.

**Compensation:**

\$13.50/hour

**Supervisor:** Kasie Strahl