



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

**Job Description  
Scholarship Analyst**

**Basic Function/Job Summary:**

**Scholarship Analyst** is responsible for providing information about UW-Madison scholarships and serves as a resource for the online scholarship platform called Wisconsin Scholarship Hub (WiSH) to students, parents/guardians, and academic staff. The Office of Student Financial Aid oversees WiSH in collaboration with scholarship administrators in each college, school, and department. Apply if you are a quick learner, problem-solver, customer-service oriented, and willing to develop knowledgebase and skills. This position will work with the WiSH Support Team within OSFA.

**Qualifications:**

- Must have a working knowledge of word processing and spreadsheet applications
- Effective verbal and written communication skills
- Demonstrate student information confidentiality
- Preference is given to undergraduate students who can work 10 hours per week in the academic year and summer

**Job Duties & Responsibilities:**

- Answer questions, guide information, and locate desired materials about scholarships
- Implement, coordinate, and direct scholarship administrators to training resources
- Resolves scholarship administrative inquiries by identifying concerns, analyzing data, and developing solutions
- Assists in database input to maintain information in the WiSH and Knowledgebase page
- Creating weekly newsletters for scholarship administrators
- Helps to organize and conduct scholarship outreach efforts by securing space, food, invitations, announcements, equipment, reservations, and assisting with the event as it occurs
- Facilitate and lead weekly office hours to answer drop-in questions and concerns from scholarship administrators about WiSH
- Develop and maintain effective working relationships with student and professional staff at OSFA and campus partners
- Other duties and special projects as assigned

**Knowledge, Skills, & Abilities:**

- Ability to work and communicate with a diverse audience
- Being a quick learner
- Exhibits technical skills in MS Office (Teams, OneNote, Word, Excel, Outlook), Google Drive, and research
- Demonstrate the ability to work as a team member
- Flexibility and open-mindedness
- Maintain knowledge of resources on campus and WiSH

**Anticipated Schedule:**

Office shifts vary between 8 AM – 4 PM Monday through Friday with some outside regular business hours.

**Anticipated Hours:**

Ten hours per week during the academic year (fall/spring). Must be available to work in the summer.

**Compensation:**

\$11.00/hr

**Supervisor:**

Jen Le ([jennifer.le@wisc.edu](mailto:jennifer.le@wisc.edu))