



Office of
Student Financial Aid
UNIVERSITY OF WISCONSIN-MADISON

JOB DESCRIPTION

Student Employment Lead

Department Overview: Office of Student Financial Aid

Qualifications:

- Leads team effort by maintaining workflow as needed
- Exhibit professional and technical knowledge regarding all aspects of Student Employment
- Resolves administrative problems by identifying concerns, analyzing data, and developing solutions
- Handle and manage student and employee information confidentially
- Ensure cleanliness and appearance of surrounding space

Job Duties & Responsibilities:

- Lead the recruitment, onboarding, and training of Student Employment Administrative Assistants
- Comprise the schedule for 4-8 Student Employment Administrative Assistants as well as coordinate shift swaps and schedule changes
- Co-coordinate Student Employment Administrative Assistants staff evaluations and WiGrow conversations with the Student Employment Manager
- Serve as a leader for the 4-8 Student Employment Administrative Assistants while role modeling professionalism, cultural competency, and subject knowledge
- Create, maintain, and provide feedback on projects within the Student Employment team
- Provide support to the Assistant Director of Student Employment, Student Employment Manager, and Student Employment & Engagement Specialist
- Write and maintain internal and external talking points of Student Employment processes for Student Employment Administrative Assistants use
- Oversight and prompt response via Student Employment email correspondence (FWS & SJC)
- Maintain phone correspondence by answering questions and requests regarding FWS & SJC
- Administer and oversee the Student Job Center
- Assist in Student Employment Marketing & Promotion
- Lead and participate in Student Employment Outreach Efforts including but not limited to: student visit days, job fairs, resource fairs, and Student Orientation, Advising, and Registration
- Lead Off Campus Federal Work Study Program efforts
- Provide support regarding information on educational opportunities and growth opportunities
- Other duties as assigned

Knowledge, Skills, & Abilities:

- Exceptional oral and written communication skills

- Exemplary customer service skills
- Problem-solving skills
- Ability to work both as a team member and individually
- Confidence in public speaking
- Proficient in Microsoft Office Suite (including Outlook)

Anticipated Schedule:

- Office schedule will be agreed upon with employees after hire.
- There may be occasional responsibilities outside of regular business hours
- Student Employment regular office hours are 7:45am-4:30pm Monday-Friday

Anticipated Hours: 10-15 hours minimum for the Academic Year

Compensation: \$12/hour

Supervisor: Devin Deegan (ddeegan@wisc.edu)