



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

**Front Desk Training & Development 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 Training & Development Front Desk Team whose mission is to ensure that front desk team members experience a well-rounded onboarding and ongoing training and development.
  - Coordinate and facilitate regular meetings with Mini Team of Front Desk Associates
  - Check-in with Team members outside of meetings
- Serve as a Front Desk Liaison between the units across OSFA (Special Awards & Student Engagement, Federal Awards, and Advising & Outreach)
- 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