



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

Front Desk Associate

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 support the recruitment, retention, and on-time graduation of students. The Front Desk staff assist students in understanding the financial aid process by answer questions and connecting to resources.

Qualifications:

- Currently enrolled undergraduate student at UW-Madison
- Work Study eligible

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
- Meet with Student Experience Manager & Team Lead regularly
- Attend full Front Desk Team Meetings
- Engage in one of the Front Desk Mini-Teams lead by a Team Lead: Training & Development, Inclusion, or Operations
- 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
- 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 8:50am - 4:00pm Monday through Friday. Must be able to work at least one opening shift (8:50am) and at least one closing shift (4:00pm) throughout the week.

Exception during the offices busy time (beginning of semesters) Be available 8:20pm-4:00pm

Schedule is determined each semester based on full team's availability.

Anticipated Hours:

Be available for 6-10 hours/week for shifts varying in time.

Compensation:

\$12.50/hour

Supervisor:

Lamia Tabara