



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

Basic Needs Support Specialist

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 Support Specialists within the Front Desk Team will not only complete the daily responsibilities of a Front Desk Associate but will also have the opportunity to concentrate on a specific program or aspect of financial aid. The Support Specialists will mentor and educate their fellow colleagues on area of expertise, while also serving as a liaison between the Front Desk Team and the professional staff in OSFA! 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
- Meet with Student Experience Manager, Team Lead & Basic Needs Team regularly
- Attend and assist with providing updates to the full Team Meetings
- Assist in management of the Basic Needs Support email account & monitor the FD Support email for Basic Needs topics
- Assist in preparing training materials about Basic Needs Support for the Front Desk team members
- Review & Complete Front Desk Documents (graduate school waivers, sibling verifications, scholarship verification forms, etc.)

- 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
- 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 for 10 hours/week for shifts varying in time. Front Desk Operations: 8 hours/week & Specialists Duties: 2 hours/week.

Compensation:

\$11.75/hour

Supervisor:

Kasie Strahl