



Office of
Student Financial Aid
UNIVERSITY OF WISCONSIN-MADISON

Job Description

Federal Awards Loan Processor - Administrative

Department Overview: Office of Student Financial Aid

In this role, you will be responsible for processing private and Federal Direct PLUS loans through specific software and loan websites. You work directly with students, parents, loan lenders, and other staff(s) as it pertains to any Federal Direct loans and private loans and issues that may arise regarding them. You will provide prompt, efficient, and accurate support to our customers from the application stage and finding the loan that best fits their need to informing loan repayment(s). You will prepare, scan, and upload documents into electronic storage using the document imaging software. You will also play a key role in maintaining the Office of Student Financial Aid's missions and goals as it affects all customers' financial goals.

Qualifications:

- Must be a UW- Madison student
- Basic math skills required
- Knowledge in Microsoft Office (Word & Excel)
- Working during Summer term is a must (flexible hours)
- Excellent verbal and written communication skills
- Must be Detail- oriented and have organizational skills

Job Duties & Responsibilities:

To succeed in this position, you must be able to adequately perform the following:

- Processes a large volume of both private and Federal Direct PLUS loans using the following softwares: SIS, ScholarNet, COD, and other loan services websites.
- Actively listening to and responding to customer and/or other staff(s) needs while having a courteous and helpful attitude.
- Educate students, parents, other staff(s) on specific loans, loan lenders, application processes (i.e. FAFSA, private loan application, and/or Federal Direct PLUS loan application), interest rates and fees.
- Understand and comply with appropriate Federal and State laws, loan lenders' policies, and the Department of Education's guidelines, regulations, and procedures.

- Run and review queries to ensure loans are ready to be processed and fix errors that may need attention.
- Scan all document types into software and attach document to students' account.
- Supports team members along with supervisor and when supervisor is out of the office.
- Mentor new team members and connect with them on an individual level to discuss performance, offer feedback, and expected work ethic.

Knowledge, Skills, & Abilities:

- Willing to provide customer service (phone, face-to-face, and/or email) to anyone who connects with our unit/ department
- Ability to navigate our software program: Student Information System (SIS)
- Ability to work both as a team member and individually
- Problem-solving and critical thinking skills
- Willing to assist with training as needed

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 8am-4:30pm Monday-Friday

Anticipated Hours:

- Hours/week: 10-12 hours minimum for the Academic Year
- Summer Hours: varies

Compensation: \$11.00/ hr

Supervisor: Erica Tisdale, Federal Awards Coordinator