



Office of
Student Financial Aid
UNIVERSITY OF WISCONSIN-MADISON

Job Description
Federal Awards Loan Processor - Administrative

Department Overview:

The Office of Student Financial Aid assists students in making college affordable through federal, state, and institutional funding. As a Federal Awards Loan Processor, you will be responsible for processing private and Federal Direct PLUS loans through specific software and loan websites. You will work directly with students, parents, loan lenders, and other staff to process and troubleshoot loans. Loan Processors play a key role in supporting the Office of Student Financial Aid's mission and goals.

Qualifications:

- Must be a Federal Work Study-eligible UW-Madison student
- Preference given to underclassmen and those with ability to work during summer term

Job Duties & Responsibilities:

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

- Process a large volume of both private and Federal Direct PLUS loans using the following software: SIS, ScholarNet, COD, and other loan service websites
- Respond to customer and other staff needs while having a courteous and helpful attitude
- Educate and assist students, parents, and other staff on specific loans, loan lenders, application processes, interest rates and fees, and more
- Assist with document collection and storage

Knowledge, Skills, & Abilities:

- Provide effective customer service via phone, face-to-face, and email
- Ability to work both on a team and individually
- Problem-solving and critical thinking skills
- Exhibit ability to learn professional and technical knowledge regarding federal financial aid
- Maintain strict confidentiality
- Basic computer and math skills required

Anticipated Schedule:

- Schedule will be agreed upon after hire
- Regular office hours 8:00am – 4:30pm Monday through Friday

Anticipated Hours:

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

Compensation: \$11.00/ hr

Supervisor: Erica Tisdale, Federal Awards Coordinator