



**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 preferred

### **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 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.

**Compensation:**

\$11.00/hour

**Supervisor:**

Kasie Strahl