



Office of
Student Financial Aid
UNIVERSITY OF WISCONSIN-MADISON

JOB DESCRIPTION
Special Awards Analyst

Department Overview: Special Award Analysts will join a fast-paced team within the Office of Student Financial Aid (OSFA) that maintains student financial aid information. Our back-end work is essential to maintaining federal, state, and institutional compliance of financial aid. If you are detail-oriented, a quick learner, a multi-tasker, and eager to develop your skills in compliance, then this position is for you! Analysts will have the opportunity for personal and professional development and supervisor will work to provide projects that match their professional interests and areas for skill development. Position will be part of a group of student staff members within the Special Awards unit of OSFA.

Qualifications:

- Basic computer and math skills required
- Exhibit ability to learn professional and technical knowledge regarding Federal Financial Aid and OSFA policies
- Handle and manage student information confidentiality within office space
- Preference given to underclassman (first-year students or sophomores), those with Federal Work Study (although not required), and students who are able to work during the summer

Job Duties & Responsibilities:

- Oversight and prompt response via Special Awards email correspondence
- Maintain and resolve issues with student financial aid information within the Student Information System (SIS)
- Assist counselors and staff in revising and repackaging student financial aid due to appeals, budget adjustments and FAFSA corrections
- Respond to student requests for service regarding their financial aid via email or SIS communication
- Add scholarship information to student financial aid packages
- Revise financial aid packages as required by institutional, state, and federal regulations
- Create content detailing OSFA and Special Awards processes within Confluence (office policies and procedures online database)
- Assist in Special Awards Projects, including but not limited to data collection, process improvements, and creating training documents
- Other duties as assigned

Knowledge, Skills, & Abilities:

- Oral and written communication skills
- Detail-oriented and ability to multi-task
- Basic Math skills
- Ability to learn quickly, think critically, and ask questions to optimize work flow
- Exemplary customer service skills
- Problem-solving skills
- Ability to work both as a team member and individually
- Enhanced knowledge of Microsoft Office Suite (including Outlook, Word, Excel)

Anticipated Schedule:

- Office schedule will be agreed upon with employees after hire.
- Special Awards regular office hours are 8:00am-4:30pm Monday-Friday

Anticipated Hours:

- Hours/week: 10 hours minimum for the Academic Year
- Hours/week during summer can be up to 30 hours

Compensation: \$11/hour

Supervisor: Maggie Nowicki (Maggie.nowicki@wisc.edu)