



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

Special Programs 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 Front Desk staff assist students in understanding the financial aid process by answer questions and connecting to resources.

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 regularly
- Attend and assist with providing updates to the full Team Meetings
- Assist in supporting Special Program (Study Abroad, Athletics, & House Fellows) inquiries by phone, email, and in-person and monitor for consistent questions/concerns
- Assist in preparing training materials about Special Programs 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