



Office of
Student Financial Aid
UNIVERSITY OF WISCONSIN-MADISON

Job Description

Student Loan Servicing Administrative Assistant

Department Overview:

Student Loan Servicing works with alumni whom are financially struggling. This includes proactively reaching out offering assistance, facilitating benefit applications, and helping resolve account concerns.

Qualifications:

- Work-Study
- Applicants should be well organized, punctual, and able to complete tasks unsupervised in a diverse work environment.
- Must be accurate and detailed orientated.
- Applicants should have the ability to provide good customer service to current students, alumni, parents, and anyone who calls in a confidential and helpful manner.

Job Duties & Responsibilities:

- Answer phones and help with communications by letter, e-mail, and telephone
- Filing
- Typing/data entry
- General PC work (Microsoft products, SIS, EXCEL, and propriety programs)
- Photocopying
- Research/skip tracing
- Preparing mailings and applications
- Ordering supplies
- Assist with presentation and/or research
- Supporting the full-time staff as need be.

Knowledge, Skills, & Abilities: General business understandings is helpful, a background in counseling, insurance, risk management, financial wellness, legal, banking, or collections is a

plus. Ability to work with difficult situations with aplomb is helpful and comfort being on the telephone. Microsoft Office/Excel fluidity is a bonus.

Anticipated Schedule: Available hours will be between 8 am -4:30 pm Monday to Friday. Friendly and relaxed office environment. Hours are flexible and will work within your classes.

Anticipated Hours: 8-12 hours, will vary semester to semester and willing to work around class schedule.

Compensation: \$12.00

Supervisor: