



Office of
Student Financial Aid
UNIVERSITY OF WISCONSIN-MADISON

Job Description
Advising and Outreach Student Assistant

Department Overview:

The Office of Student Financial Aid is committed to providing equitable access to financial resources for all students. We assist students by 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. We strive to create a work culture that embodies an understanding and appreciation for diversity and inclusion to ensure that our offerings and services create a safe environment to empower students of all backgrounds.

The Advising and Outreach Team supports student access and success within higher education through financial aid advising, financial wellness education and outreach with campus and community partners.

Qualifications:

- Currently enrolled student at UW-Madison
- Must be Federal Work Study-eligible

Job Duties & Responsibilities:

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

- Contribute ideas to the planning of financial wellness offerings throughout the school year
- Provide logistical support for financial aid and financial wellness events
- Management of the Qualtrics survey for checking in and checking out scheduled financial aid/financial wellness appointments
- Assist with metric/data collection projects to assess and evaluate advising services for improvements
- Ensure appropriate handling of confidential information and sensitive issues and communications
- Understand and comply with appropriate Federal and State laws and the Department of Education's guidelines, regulations, and procedures
- Attend and participate in team meetings
- Other duties as assigned



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Knowledge, Skills, & Abilities:

- Proficient with Microsoft Office Suite (Word & Excel)
- Exemplify a willingness to learn new and different systems/software to effectively deliver results
- Effectively communicate with others; including students and families, professional staff, student staff members, and OSFA guests
- Prioritize and manage competing priorities, while maintaining a focus on attention to details
- Demonstrates independence, reliability, and adaptability to the changing circumstances of the office/team/project
- Developed a high level of organizational skills

Anticipated Schedule:

- Schedule will be agreed upon after hire. Shifts are ideally distributed throughout the week.
- It is preferred that we bring on someone who can work in the office for at least one year.
- Regular Office hours of operations is 8:00 a.m. - 4:00 p.m. Monday through Friday
- Work schedule may occur within this timeframe with allocated responsibilities happening outside of regular business hours

Anticipated Hours:

- 10 hrs/wk

Compensation:

- \$ 11/HR

Supervisor:

- Pahoua Xiong, Financial Aid and Financial Wellness Advisor