



Office of
Student Financial Aid
UNIVERSITY OF WISCONSIN-MADISON

Student Employment Administrative Assistant

The Student Employment Administrative Assistants are responsible for administering the Student Jobs Portal (SJP) and the Federal Work Study Program (FWS). This position requires the ability to handle high volume of requests and become a resource to all students, employers, and system users. Assistants must be able to problem solve, manage processes, have strong organizational skills, and be customer service oriented.

Department Overview:

The Office of Student Financial Aid (OSFA) is responsible for the disbursement of all student aid, including federal loans and awards, scholarships, and special awards. Housed within OSFA, is the Student Employment Unit. The unit oversees the administration of the Federal Work Study program, including managing approved off-campus employers, as well as the online Student Jobs website – a searchable database of available on- and off-campus student jobs.

Qualifications:

- Work Study required

Job Duties & Responsibilities:

- Oversight and prompt response via Student Employment email correspondence
- Maintain phone correspondence by answering questions and requests regarding Federal Work Study (FWS) and Student Jobs Portal (SJP)
- Student Jobs Portal Administration - Approval of Jobs & Customer Service
- Assist in Special Projects
- Assist in Student Employment Marketing & Promotion
- Assist in Student Employment Outreach Efforts
- Process Federal Work Study Program paperwork
- Provide support regarding information on educational opportunities and growth opportunities
- Contribute to team effort by maintaining workflow as needed
- Exhibit professional and technical knowledge regarding FWS & SJP
- Resolve administrative problems by identifying concerns, analyzing data, and developing solutions
- Handle and manage student information confidentially within the office space
- Other duties as assigned

Knowledge, Skills, & Abilities:

- Oral and written communication skills
- Customer service skills
- Problem-solving skills
- Ability to work both as a team member and individually
- Knowledge of Microsoft Office Suite (including Outlook)

Anticipated Schedule:

- Student Employment regular office hours are 8:00am-4:00pm Monday-Friday
- Scheduling is flexible to support student's classes
- Includes attendance at weekly studently employment meetings

Anticipated Hours:

- Hours/week: 8-10 hours minimum for the Academic Year
- Office schedule will be agreed upon with employees after hire
- There may be occasional responsibilities outside of regular business hours

Compensation: \$12.50/hour

Supervisor: Jen Le (jennfier.le@wisc.edu)