Student Advisor
UNI Office of Financial Aid & Scholarships

Job Title: Student Advisor/Customer Service
Wage Rate: $8.25
Number of Openings: 2-3

Job Description:
• Provides quality customer service to all those that contact our office
• Drives office customer service initiatives by accurately and efficiently answering phone calls in the financial aid call center from students and parents
• Counsels current and prospective students and families regarding the financial aid process in-person and via phone
• Calls prospective students to follow-up on requests for information and missing documents
• Performs administrative duties including data entry, filing, creating packets, assisting with presentations, and other duties as requested
• Refers students and parents to professional staff for additional assistance if needed

Qualifications:
• Must be dependable, friendly, detail-oriented, a good team member, good listener and enjoy talking to people
• Enjoy working in an office setting
• Be punctual, reliable, responsible, and professional
• Have excellent customer service skills
• Have strong communication skills
• Preference for someone able to work during the summer and over breaks

Additional Comments: Starting at 8-10 hours per week with the possibility for additional hours as needed. Students are able to work up to 40 hours a week during the summertime.
Processing Assistant
UNI Office of Financial Aid & Scholarships

Job Title: Processing Assistant
Wage Rate: $8.25
Number of Openings: 1

Job Description

- Open and Distribute mail on a daily basis
- Enter documents as "received" in Student Information System (Campus Solutions)
- Scan and index documents into Imaging System (On-base)
- Compare data on FAFSA application with documents received
- Make corrections to FAFSA and send to processor
- Request additional information from students and follow up via phone, email, or postcard
- Work Financial Aid Reports

Qualifications:
- Must be dependable, friendly, detail-oriented, a good team member, good listener and enjoy talking to people
- Enjoy working in an office setting
- Be punctual, reliable, responsible, and professional
- Have excellent customer service skills
- Have strong communication skills
- Preference for someone able to work during the summer and over breaks

Additional Comments: Starting at 8-10 hours per week with the possibility for additional hours as needed. Students are able to work up to 40 hours a week during the summertime.