

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.