

**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.

**Student Processing Assistant**  
**UNI Office of Financial Aid & Scholarships**

**Job Title:** Student Processing Assistant

**Wage Rate:** \$8.50

**Number of Openings:** 1

**Job Description:**

- Open and distribute mail
- Enter documents as “received” in Student Information System (Campus Solutions)
- Scan and index documents into Imaging system (On-base)
- Compare data on FAFSA applications with documents received
- Request additional information from students via phone, email, or postcard
- Make corrections to FAFSA and send to processor
- Work financial aid reports

**Qualifications:**

- Very organized and detail-oriented
- Able to complete repetitive, detail-oriented tasks accurately while maintaining focus and confidentiality
- Willing to learn and adapt to a changing environment
- Must be team-oriented, personable, and have an interest in understanding financial aid
- Excellent oral and written communication skills
- Familiarity with data entry, Excel, Word, and other computer programs

**Additional Comments:** Will need to be flexible as schedule changes are made based on work process needs. Position is between 10-15 hours per week based on workload and class schedule