

GRADUATE ASSISTANT FOR ONE STOP SERVICE HELP DESK (two positions available)

The One Stop Help Desk is the first point of contact for Financial Aid/Bursar/Cashiers Offices. The position will service the university students and families on various aspects of both student billing and the financial aid process. Students will need information on available programs, procedures, and eligibility. Therefore, representatives must have a knowledge of college programs and resources, and a thorough understanding of all applicable Financial Aid; including institutional, state, and federal guidelines and regulations. Front desk coverage will take information and refer student to the appropriate Financial Aid Counselor or department.

The One Stop Help Desk handles a large volume of telephone calls/Zoom calls/emails/walk-ins/text messages, and responds to financial aid requests from students, parents, and colleagues in an accurate and timely manner.

The Graduate Assistant will need to be punctual, communicate tactfully, while exercising extreme diplomacy, empathy, and compassion when dealing with sensitive information, challenging situations, and difficult and sometimes disgruntled individuals.

Preference is given to graduating seniors available for a two-year period.

The One Stop Helpdesk will need to work a flexible schedule, including extended hours during peak service periods and special events. **(4 weekends mandatory during recruitment season)**

The regular work week is 20 hours in the office.

Students must work 37.5 hours per week during University closings (winter break, summer break, and the first week of each semester)

Other duties as assigned