

Grand Valley State University  
Financial Aid Office  
Graduate Assistant – Front Desk  
2016-2017 Academic Year

**Terms:**

The stipend is \$9,000 per academic year (\$4,500 per semester), a tuition waiver, and a parking permit. This is a 20 hour per week position open to full-time graduate students in the CSAL program. The tuition waiver covers no more than 21 graduate credit hours per academic year (9 credits fall, 9 credits winter, and 3 credits spring/summer). The assistantship is a one year term with the possibility of a further year upon successful review at the end of the year.

**Primary Duties and Responsibilities:**

- Serve as an integral part of the Financial Aid Office's customer service efforts by providing students and parents with financial aid information.
- Assist students and parents in a variety of settings including:
  - At the Financial Aid Office front desk
  - In responses to student and parent emails
  - At new student orientation sessions
  - Over the phone
- Assist professional staff in outreach efforts at new student orientation sessions, campus visitation days, and other university functions.
- Make presentations and host information tables to provide current and prospective students and their families with important financial aid information.

**Learning Outcomes:**

- Gain an understanding of key financial aid concepts, processes, and resources available to GVSU students.
- Gain an understanding of the various factors affecting college student attendance and persistence.
- Enhance public speaking skills by presenting to current and prospective students and their families.
- Develop listening and problem-solving skills, especially in regards to undergraduate student needs
- Develop and refine professional written and oral communication skills through interaction with undergraduate students, faculty and staff
- Become familiar with University resources available to students
- Work independently and as a member of a team in order to complete projects

**Qualifications:**

- Must be enrolled as a degree-seeking graduate student in the College Student Affairs Leadership (CSAL) Graduate Program at Grand Valley State University and maintain a minimum enrollment of nine credit hours per semester. *A first-year graduate student is preferred for this position.*
- Demonstrate effective communication and interpersonal skills.
- Knowledge of basic computer and web applications (i.e., Word, Excel, Outlook email, etc.)
- The ability to organize work time and manage projects independently
- Preferred applicants must have hours of availability within the Financial Aid Office's operating hours of 8AM-6PM, Monday-Friday
- Applicants are expected to be available to work when the university is open, but class is not in session (i.e. day before Thanksgiving, Martin Luther King Day, etc.)

**Work Station:**

Graduate assistants will work primarily at the front desk of the Financial Aid Office. A shared workstation equipped with a computer and all essential supplies will be provided.

**Selection Process:**

The Financial Aid Office participates in the interviews that take place during the scheduled visitation days. Interested candidates will be interviewed at that time.

**Contact Information:**

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