Grand Valley State University

Financial Aid Office

Graduate Assistant – Front Desk

2015-2016 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.