

GRAND VALLEY STATE UNIVERSITY
Office of Financial Aid & Scholarships
College Student Affairs Leadership
Front Desk Graduate Assistant

Job Description:

The Front Desk Graduate Assistant position is a customer service position within the Office of Financial Aid and Scholarships. This is a fulltime 20 hours per week assistantship that places graduates in a unique position to learn a majority of the process and regulations involved in the financial aid process. It also allows them in their second year, if appropriate, to share supervision of roughly 10 student workers financial aid office.

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 to provide current and prospective students and their families with important financial aid information.
- In the second year (if appropriate) the student will be placed as a co-supervisor of the student phone team in the office. This supervision would include, hiring, training and supporting between 8-11 student workers. The supervision is in cooperation with your supervisor, Ben Rhodes.

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/Environment:

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. Access to GVSU computer systems with some restrictions will be coordinate with IT prior to arrival. Confidentiality is central to our offices work environment and agreements will be signed on day 1. The office consists of both AP and PSS staff working together to process financial aid as well as with customer service.

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Learning Outcomes:

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

Supervision/Collaboration with organization:

This position is within the supervision of the Assistant Director of Financial Aid, who supervises most of the customer service team. The training is substantial and is approximately 3 months long with several hours of training each day for the first month as well as weekly meetings with the team and your supervisor. As the training is extensive, this position is looking for a graduate student who can start prior to the academic year, typically May. 30 hours a week is offered until July, when 40 hours is normal. This is an hourly position for the summer only and pay starts around \$12.50 per hour.

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.

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 extended contact GA, open to full-time graduate students in the CSAL program. The tuition waiver covers no more than 21 graduate credit hours for the first academic year (9 credits fall, 9 credits winter, and 3 credits summer). This is a one-year appointment with an opportunity for renewal for the 2022-2023 academic year.

Contact Information:

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