



Financial Aid Student Assistant

The NAU Financial Aid Office seeks to employ students to provide office support for financial aid operations and boost student relations. Student employees will assist with day-to-day tasks and guide students/parents through the financial aid process.

Job Title: Financial Aid Student Assistant

Hours/week: Up to 20 hours/week

Employment Period: 2023-2024 Fall/Spring/Summer

Supervisor: Financial Aid Coordinator

Department: Financial Aid Office

Rate of Pay: Undergraduate \$10 per hour, Graduate: \$12 per hour

Schedule: Flexible with student's class schedule

Location: On campus – 11929 W. Airport Blvd. Stafford, TX 77477

Evaluation: 30-day evaluation

Duties and Responsibilities:

- Assist the Financial Aid Advisors with incoming visitors
- Learn and maintain basic knowledge of financial aid process and required forms
- Assist students and parents with completing the FAFSA and related forms
- Perform clerical duties such as data entry, email distribution, copying, printing, etc.
- Assist with incoming/outgoing telephone calls
- Answer general financial aid related questions
- Assist Advisors with financial aid presentations
- Fulfill community service requirement each semester
- Adhere to federal, state, and university guidelines, policies, and procedures
- Open to performing other duties as needed

Minimum Job Requirements:

- Must be a current NAU student in good standing with the University
- Must be able to work during fall, spring, and summer semesters
- Must have and maintain a minimum 3.0 cumulative NAU GPA
- Must meet student employee eligibility requirements located [here](#).

Knowledge and Skills Required:

- Must be trustworthy, responsible, dependable, punctual, and professional
- Good customer service skills
- Active listening skills. Ability to follow directions.
- Strong oral and written communication skills
- Professional telephone etiquette
- High level of organizational skill and ability to prioritize and multi-task
- Dress appropriately
- Work well in groups and independently
- Experience working with diverse populations
- Follow FERPA guidelines and maintain complete confidentiality in all student and office matters
- Willingness and ability to work established schedule
- Experience with Microsoft Office 2010, including Outlook, Word, and Excel

To Apply:

Email your resume to financialaid@na.edu and include your availability to work (Mon-Fri) in your message.

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