**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:** Summer**/**Fall/Spring

# 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 preforming 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](https://www.na.edu/faculty-staff/).

# 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 resume to [financialaid@na.edu](mailto:financialaid@na.edu). Please include your availability to work this summer (Mon-Fri) in your email.