Financial Aid Support Specialist
Graduate Assistant Position

Office of Student Financial Planning
Financial Aid Support Specialist
Stetson University
Part Time: 12-month position, 20 hours per week
Start Date: ASAP

The Office of Student Financial Planning seeks an energetic, motivated, and detail-oriented candidate who will assist with the daily Financial Aid operations. Reporting to the Associate Director of Financial Aid, the successful candidate will be responsible for but not necessarily be limited to the following:

- Provide excellent first contact customer service via telephone, email and in person at the Financial Aid One Stop Desk, which includes the managing the volume of the office email inbox
- Review confidential State and other Grant applications
- Work with the Financial Aid Staff to run reports and assist with special projects
- Work with the director to support the department's financial literacy program.
- Develop informational Fact Sheets on numerous financial aid programs, student processes and regulations
- Assist in implementation of the social media calendar and social media posts.
- Perform other duties as assigned

QUALIFICATIONS:

- Current enrollment as a graduate student is required
- Critical-thinking ability and sensitivity to the needs of others
- Strong oral and written communication skills
- Demonstrated leadership and organizational ability
- Budget management ability
- Ability to work effectively both independently and collaboratively
- Familiar with Microsoft Office Suite
- Demonstrate an understanding of university culture, and a commitment to providing excellent customer service to each student and their families

COMPENSATION: Assistantship Qualifications, Expectation, & Benefits

- Students must have completed their bachelor's degree before starting a graduate assistantship and students must be unconditionally or provisionally admitted to a Stetson graduate program
- Students must take a minimum of six credit hours each semester up to $6,300 (except for Summer between enrolled semesters) and maintain a clear student conduct record throughout the duration of their employment.

- Students are not eligible for a graduate assistantship if they are receiving the in-service tuition discount.
- Graduate Assistants cannot be enrolled in the MFA program.
- Graduate Assistants are expected to work 20 hours per week. Work schedule will be determined each semester in consideration of course schedule and departmental needs. Some departments host events that may necessitate evening and/or weekend hours.
- Graduate Assistants are not expected to work when the university is closed (e.g. July 4), but should work with supervisor to understand expectations for additional vacation/break time.
- Graduate Assistants are compensated through a combination of scholarships and stipends, including: A scholarship equal to tuition for four courses each year (two in Fall term, two in Spring term, none in Summer term). A stipend of $250 biweekly during the academic year (40 weeks) and $520 bi-weekly in the summer (12 weeks) not to exceed $8,120 for the fiscal year.
- GA positions are awarded for a one-year period (July 1 – June 30). There is no expectation or guarantee that the GA position will be awarded in successive years to the same person but may be awarded for a second year based on performance.

APPLICATION PROCEDURE: Please email application materials - a cover letter, resume, and contact information for three references to Darnie Petro, Associate Director of Financial Aid - Athletics at dapetro@stetson.edu.