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Leadership in Higher Education

Financial Aid Internship

Department: Financial Aid

Enrollment Services

Title of Internship: Financial Aid Intern

Preferred Background or Skills:

1. Excellent communication skills

2. Skill in multi-tasking and managing projects

3. Knowledge of computer applications, including internet, word processing, mail merge, spreadsheets, and databases

4. Ability to provide leadership, direction, and outstanding customer service

5. Ability to analyze financial documents and follow complex regulations regarding federal financial aid programs

Position Description:

The graduate internship in the Office of Financial Aid gives the student a broad based understanding of the financial aid profession. The intern will learn about need analysis, packaging, verification, and the processing of student aid. In addition, the intern will also assist with processing and communication of financial aid, as well as assist students and families with general financial aid information in person, over the phone, and via email. This position will also have the unique opportunity to assist with retention efforts within the Office of Financial Aid.

Major Internship Responsibilities:

* Attend in-person and online training opportunities to gain an understanding of general financial aid
* Assist in processing financial aid applications including determining eligibility for Title IV financial aid programs and resolving conflicting information discovered through that process
* Assist in verification of financial aid applications of certain student populations
* Provide customer service at the front counter, on the phone, or via email
* Meet with students and families as needed
* Assist with compliance reports
* Conduct research to help guide aid awarding policies and other purposes
* Assist with retention efforts by working directly with the Retention Officer
* Play a role in the planning of financial aid outreach events
* Assist with the maintenance of the outside scholarship website
* Assist with the social media presence
* Perform other duties as assigned

Special Considerations:

A second year LHE graduate student is preferred, but not required

Special Hours:

Regular weekly schedule between the hours of 8:30 am and 5 pm. Occasional participation in Saturday events. (One or two throughout the academic year).

Unusual Tasks (that might require physical exertion, for example):

None.

Required Travel:

None.