



Financial Aid Student Intern

Office of Financial Aid

Fall 2023-Spring 2024

Duties/Responsibilities:

Assist the Office of Financial Aid staff with:

- Providing excellent customer service to support Oxy students, prospective students, and their families with a positive attitude and patient demeanor
- Answering phone calls in a professional manner from Oxy students, prospective students and their families, on-campus departments, etc.
- Responding to general inquiries via email and/or flagging them for counseling staff
- Data entry
- Creative outreach projects to inform and encourage completion of financial aid deadlines and requirements (includes creating flyers, maintaining our bulletin board, producing a quarterly newsletter, etc.)
- Organizational projects
- Other projects and duties as assigned

Qualifications:

Applicants must be:

- Able to maintain confidentiality of sensitive information and files with a high level of discretion
- Reliable and punctual
- Detail-oriented
- Organized and able to multitask

Preferred qualifications include:

- Excellent customer service skills
- Strong written and verbal communication skills
- Experience with phones in a professional setting
- Knowledge of Microsoft Office and G Suite (Google)
- Familiarity with creative software such as Canva

Start date: August 20, 2023

End date: May 11, 2024

Work Schedule: Schedule will be during regular business hours of 8 AM to 5 PM, Monday

through Friday, excluding holidays and any office closures.

Hours per Week: Limited to eight to ten hours per week (includes all campus employment positions)

Starting pay rate: \$16.78/hour

Work Award: Yes, Federal Work Study award is required

To apply, please submit student employment [application](#) to Melissa Lirag at lirag@oxy.edu