



Department:	Office of Financial Aid and Scholarships
Position:	Graduate Assistant
Hours/Week:	18-19 hours per week – within the regular office hours of M-F 8-4:30
Contract Dates:	June - May (12 Month) – prefer contract beginning in summer term if possible and commitment for 2 academic years
Supervisor:	Amanda Starwalt/Mallorie Fonseca
Supervisor Contact:	217-581-6405 ajstarwalt@eiu.edu / mbfonseca@eiu.edu
Benefits:	\$1000/month stipend plus tuition waiver (excluding fees)

Duties and Responsibilities:

1. Assist students and families with questions both in person and on the phone as the first line of contact for the office
2. Monitor and respond to office emails
3. Assist with presentation of financial aid information during Open House and other campus events
4. Assist with various reports which include revision of student aid and loans due to changes in student status and/or enrollment
5. Assist with maintaining online social media presence for office
6. Participate in trainings and webinars as needed
7. Other duties as assigned

Special Qualifications:

- Excellent communication and customer service skills
- Attention to detail
- Ability to multitask