

Graduate Assistant – Financial Aid & Scholarships Office

Department: Financial Aid and Scholarships

Reports To: Assistant Director of Financial Aid

Employment Status: Graduate Assistant (Part-Time)

Location: University of Tennessee at Chattanooga Financial Aid Office

Position Summary

The Graduate Assistant (GA) supports the daily operations of the Financial Aid Office by providing exceptional customer service, assisting with student worker supervision, and contributing to special projects that enhance office efficiency and student success. This position offers valuable experience in higher education administration, leadership, customer service, and project management while supporting the university's mission of helping students access educational funding opportunities.

Essential Duties and Responsibilities

Customer Service and Student Support

- Respond professionally and accurately to student, parent, and campus partner inquiries received through email, phone, and the ticketing system.
- Manage and resolve customer service requests submitted through TDX (TeamDynamix) while ensuring timely follow-up and documentation.
- Assist students in understanding financial aid processes, requirements, deadlines, and available resources.
- Provide front-line support and refer complex issues to appropriate financial aid staff members.

Student Worker Supervision

- Assist with the training, scheduling, and daily supervision of student employees.
- Support onboarding activities and help communicate office procedures and expectations.
- Assist with developing and maintaining training materials and reference guides.

Special Projects and Administrative Support

- Coordinate and complete special projects related to office operations, student outreach, communication initiatives, and process improvement.
- Assist with data collection, reporting, and assessment activities.
- Support financial aid events, workshops, presentations, and outreach programs.
- Create and update office documentation, procedures, and communication materials.
- Identify opportunities to improve efficiency and enhance the student experience.
- Perform other duties as assigned in support of office goals and priorities.

Required Qualifications

- Admission to and enrollment in a graduate degree program at UTC.
- Strong written and verbal communication skills.
- Excellent customer service and interpersonal skills.
- Strong organizational skills and attention to detail.
- Proficiency with Microsoft Office applications, including Word, Excel, and Outlook.
- Ability to maintain confidentiality and exercise sound judgment.

Preferred Qualifications

- Previous experience in customer service, higher education, student services, or office administration.
- Experience supervising, mentoring, or training peers or student employees.
- Familiarity with TeamDynamix (TDX) or similar ticket management systems.
- Experience managing projects or coordinating events.
- Knowledge of financial aid processes or higher education administration.

Knowledge, Skills, and Abilities

- Demonstrated commitment to providing excellent service to students and families.
- Ability to work independently and collaboratively in a team environment.
- Strong problem-solving and critical-thinking skills.
- Ability to communicate complex information clearly and professionally.
- Initiative, adaptability, and a willingness to learn.

Learning Outcomes

Through this position, the Graduate Assistant will gain experience in:

- Higher education administration and student services.
- Leadership and supervision of student employees.
- Customer service operations and case management.
- Project coordination and process improvement.
- Professional communication and stakeholder engagement.
- Financial aid administration and regulatory compliance.

Expected Hours: Up to 20 hours per week, consistent with graduate assistantship guidelines.