

Office of Scholarships and Financial Aid (OSFA) Employment Application

ALL positions posted for the Office of Scholarships and Financial Aid are for Federal Work Study eligible students only.

Name:	Student ID:
Address:	
Phone:	
UA E-mail:	
I am currently a (circle one) Freshman Sophomore Junior Senior Graduate	
Desired Position (circle one) Central Processing Customer Service Counselor Assistant	
Explain your interest in the position:	
Describe any experiences you have that will help you in the position:	

Prior to submitting your application please complete and attach the following documentation:

Cover Letter

Resume that includes previous employment

Skills assessment survey (see back)

Academic Schedule for the upcoming semester

A Federal Work Study Employee may work a maximum of 30 hours per week. OSFA strongly prefers that our student staff work a minimum of 15 hours per week. Our office hours are Monday-Friday 8 a.m. – 5 p.m.

Approximately how many hours a week do you plan on working? _____

Thank you for applying for the current Federal Work Study openings in the Office of Scholarships and Financial Aid. The appropriate staff member will contact you (by phone or e-mail) once we begin the interview process.

For OSFA use only:

UA Cum GPA _____

Does the student have FWS? Yes No

Amount Awarded? _____

If no FWS, can the student get some by completing a RBUD/RRES? Yes No

Interview Student Yes No

Interview Date:

Interview Time:



**SCHOLARSHIPS
& FINANCIAL AID**

Administration Building · Room 208
P.O. Box 210066, Tucson, AZ 85721-0066
TEL: 520.621.1858 · FAX: 520.621.9473
financialaid.arizona.edu

	Always	Often	Sometimes	Rarely	Never
1 I pay attention to small details when completing a task.	<input type="radio"/>				
2 I check over my work carefully before considering it complete.	<input type="radio"/>				
3 In a team, I am able to work even with people who I find really difficult to work with.	<input type="radio"/>				
4 I do tasks carefully even if no one else will ever see the result.	<input type="radio"/>				
5 When multi-tasking or switching between duties, I lose track of the little details.	<input type="radio"/>				
6 I find it difficult to function normally when I'm under pressure to meet a deadline.	<input type="radio"/>				
7 My work suffers when I have problems in my personal life.	<input type="radio"/>				
8 I am comfortable having to complete calls/solve customer problems within a strict time constraint.	<input type="radio"/>				
9 I can handle being yelled at or insulted by angry customers who are unhappy with our service.	<input type="radio"/>				
10 I can focus while on the phone with customers when other people are talking around me.	<input type="radio"/>				
11 I go out of my way to help others.	<input type="radio"/>				
12 Talking to an intimidating person or an authority figure makes me visibly nervous.	<input type="radio"/>				
13 No matter how much I disagree with a thought expressed by a customer, I can understand why s/he may think or feel that way.	<input type="radio"/>				
14 If I am nervous or tense you can't tell by my tone of voice - I sound confident.	<input type="radio"/>				
15 I have a systematic, step-by-step approach to regular tasks at work.	<input type="radio"/>				
16 I can juggle multiple tasks and still stay organized.	<input type="radio"/>				
17 When arguing with someone, it's hard for me not take things personally.	<input type="radio"/>				
18 I would consider patience one of my strengths.	<input type="radio"/>				

- 19 No matter how upset I am during an argument, my ultimate goal is to find a solution that benefits everyone involved.
- 20 I believe that there is always room for improvement when it comes to my skills/performance.
- 21 I employ strategies to avoid disorganization at work (e.g. writing notes, making to-do lists, setting automated reminders, etc.).
- 22 I adapt quickly to last-minute changes.

23. When I need to say something that could potentially make someone unhappy (for example, telling him/her that he/she can't get his/her money back), I:

- Just can't seem to choose the right words. It ends up coming out harsher than I intended
- Just do it, like ripping a band aid. I won't sugarcoat it.
- Might fumble my words a little but I will get it out eventually - and then apologize profusely.
- Relay it in the nicest way possible - I don't like giving people bad news, but I can deliver it quite well.

24. When dealing with someone who is nervous or upset, I think my tone should be:

- Firm and assertive
- Aggressive and straightforward
- Calm and casual
- Pleasant and confident

25. Working in a high-stress environment...

- Is not an ideal situation for me - I am not at my best.
- Is not something I want to face on a daily basis, although I can handle some stress.
- Motivates me - I thrive on working under pressure.

26. When I make a mistake at work, I:

- Admit it was my fault and find ways to fix it (or at least to prevent it from happening again).
- Have reasons to explain why it occurred, as it always relates to circumstances beyond my control.
- Try my best to resolve it myself without bringing it up with my boss, but if I can't, I'll admit fault.

27. After monitoring some of the incoming calls, management has decided that there is some room for improvement in the way staff have been handling customer problems. Management does not specify who needs improvement, but announces that for the next week, they will be providing refresher training sessions to anyone who wishes to participate. How likely is it that you would be one of the people participating?

- Very likely
- Somewhat likely
- Not very likely

28. It's your first day on the job. Your first three calls of the day were painful to say the least. The first customer yelled at you for five minutes about being left on hold, the second threatened to sue UA if you don't give him money immediately, and the third asked at least a dozen questions but was too impatient to wait for your answers and cut you off most of the time. To top it all off, your supervisor, who has been monitoring your calls, points out that you are taking too much time with customers and need to be more efficient. How would you be feeling at this point?

- I'd be fed up, declare that the job is NOT for me, and quit that same day.
- I'd be extremely upset, and probably wouldn't be able to focus the whole day.
- I'd give the job one more week - if my days continued to be like this, I would quit.
- I'd be a little put off or discouraged, but would accept the fact that this is what the job entails.
- I'd be hoping and praying that the rest of the calls don't go like this.
- I wouldn't be in the best mood, but I'd get used to it.