



Office of Financial Aid & Scholarships Front Office Assistant Frequently Asked Questions

What is the role of a Front Office Assistant?

Front Office Assistants work in the Office of Financial Aid & Scholarships to assist students and parents with questions about the financial aid process at UMBC. Front Office Assistants are often the first point of contact when a student or parent calls, emails or visits the financial aid office. A personal computer and reliable internet access may be required for successful completion of daily tasks. Some of the duties include:

- Providing customer service at reception desk or online
- Answering phone calls
- Responding to emails sent by students and parents
- Reviewing students' accounts for missing documents and information
- Accepting documents and logging them to the student's account
- Scanning and filing documents
- Processing, logging and delivering office mail
- Forwarding detailed emails and phone calls from students and parents to assigned staff
- Instructing students and parents on navigating *myUMBC* and the financial aid website
- Advising students and parents on applying for financial aid and loans (FAFSA)
- Connecting students with appropriate campus resources
- Other duties as assigned

Is financial aid experience required?

No, you do not need to have previous experience in financial aid to apply. However, Front Office Assistants go through a rigorous training process and are required to learn a great deal of information about federal, state and institutional financial aid. The field of financial aid is constantly changing -- Front Office Assistants are expected to stay up to date with the regulations and processes that affect our students.

What characteristics should a good Front Office Assistant possess?

- Ability to learn and retain large quantities of information
- Confidence and the ability to work with the public
- Strong interpersonal, verbal and written communication skills
- Strong attention to detail
- Ability to serve as a role model to students
- Strong computer skills, including navigating the web and other online resources
- Punctuality and reliability

How much do Front Office Assistants get paid?

The position pays minimum wage, which is currently \$11.00/hour.

What is the time commitment for Front Office Assistants?

Front Office Assistants generally work between 10 and 15 hours each week. Shifts are scheduled between 8:15 AM and 4:30 PM. Winter, spring and summer breaks each provide opportunities for students to work additional hours each week. **Please do not apply if you have less than 10 hours of availability.**

What is the selection process for Front Office Assistants?

Undergraduate students who most closely meet the minimum qualifications will be invited to participate in the interview process which will take place during the week of November 16, 2020.

Application Deadline?

For consideration, submit your completed application packet via email to Nina Wickham by **4:00 PM on Thursday, November 5th.**

Do you have questions?

Questions can be directed to Nina Wickham, Student Services Coordinator, via phone or email during regular business hours, Monday through Friday from 8:30 AM until 4:30 PM.

Phone – 410-455-5631

Email – nwickham@umbc.edu

University of Maryland, Baltimore County
Office of Financial Aid & Scholarships
Library Building, Pondside Entrance

Student Application for Employment

Please complete the application **clearly and completely**. If the question does not apply to you, please indicate this by inputting N/A in the space(s) provided. Applications will remain on file for two semesters only. *Physical signatures are required in order for an application to be considered complete.

Title of Position: **Front Office Assistant**

Name: _____ Campus ID: _____

Home address: _____

Campus Address: _____

UMBC E-mail: _____ Cell Phone: _____

Other Phone: _____ Current Year in School: _____

Cumulative GPA: _____ Major: _____ Expected Graduation: _____

Have you ever worked at UMBC? _____ If yes, where? _____ When? _____

Describe your work or volunteer experience that required contact with the public/customer service:

What strengths and weaknesses would you bring to the position?

Resume and Cover Letter

- Please submit a resume that details all paid and volunteer work experience and a cover letter that addresses the following questions:
 1. Why are you interested in working in the Office of Financial Aid & Scholarships?
 2. What skills do you possess that will allow you to make an immediate impact in our office?

References

Please provide the names of two individuals. One should be a professional reference (supervisor, faculty or staff member). **All references will be contacted if you are selected as a finalist during the review/interview process.**

| | |
|----------------------|--|
| Name: | |
| Relationship: | |
| Phone: | |
| Email: | |

| | |
|----------------------|--|
| Name: | |
| Relationship: | |
| Phone: | |
| Email: | |

Release of Records

I, the undersigned, hereby give permission to UMBC to release my academic records to the Office of Financial Aid & Scholarships as a part of my application for the position of Front Office Assistant.

Signature

Date

Work Availability

Winter 2021 (January 4 – January 25):

| <u>Day</u> | <u>Hours Available (between 8:15AM and 4:30PM)</u> |
|-------------------|-----------------------------------------------------------|
| Monday | |
| Tuesday | |
| Wednesday | |
| Thursday | |
| Friday | |

Number of hours desired per week. Please be specific: _____

Availability **Spring 2021:**

| <u>Day</u> | <u>Hours Available (between 8:15AM and 4:30PM)</u> |
|-------------------|-----------------------------------------------------------|
| Monday | |
| Tuesday | |
| Wednesday | |
| Thursday | |
| Friday | |

Number of hours desired per week. Please be specific: _____

The 1986 Immigration Act requires you to present original documents to establish your identity and that you are a U.S. citizen or an alien authorized to work in the U.S. UMBC is an equal opportunity affirmative action employer. I certify that the information stated above is accurate and true.

Applicant Signature

Date