



## 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 \$11.75/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 *April 5th*.

### **Application Deadline?**

For consideration, submit your completed application packet via email to Nina Wickham by **4:00 PM on Monday, March 29th.**

### **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](mailto:nwickham@umbc.edu)

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

**Student Application for Employment**

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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:

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What strengths and weaknesses would you bring to the position?

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**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.**

<b>Name:</b>	
<b>Relationship:</b>	
<b>Phone:</b>	
<b>Email:</b>	

<b>Name:</b>	
<b>Relationship:</b>	
<b>Phone:</b>	
<b>Email:</b>	

**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**

Position begins April 26 and can continue until graduation.

**Spring 2021 (Training) (April 26-May 21)**

<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: \_\_\_\_\_

**Summer 2021 (May 24 –August 30):**

<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: \_\_\_\_\_

**Fall 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.

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Applicant Signature

Date