

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 *my*UMBC 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:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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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?

1. 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)**:

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

Number of hours desired per week. Please be specific: \_\_\_\_\_\_\_\_

Availability **Spring 2021**:

|  |  |
| --- | --- |
| **Day** | **Hours Available (between 8:15AM and 4:30PM)** |
| 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