UNIVERSITY OF MARYLAND
SUMMER 2025/FALL 2025/SPRING 2026
FEDERAL WORK-STUDY SUPERVISOR'S STUDENT REQUEST
(Supervisor's On-line Orientation and Supervisor Acknowledgement Checklist must also be completed) http://www.umaryland.edu/workstudy

TO PARTICIPATE IN THE FWS PROGRAM THERE MUST BE A SUPERVISOR AND AN ALTERNATE SUPERVISOR

Please attach a job description for this FWS position.

Could this work-site be considered as Community Service? Yes_____ No__X____

UMB Department_School of Social Work Finance and Administration - Support Services_
(Full Name of Department)

*Off-Campus Agency*_____
(Full Name of Agency- *For Off-Campus Positions Only*)

Address_525 West Redwood Street, Baltimore, Maryland 21201_

Telephone_4107067791_   Fax No._N/A_

Work Study Supervisor's Full Name_Justin Hanna_

Work Study Supervisor's Title_Business Operations Manager_

E-mail Address_jhanna@ssw.umaryland.edu_

Alternate Supervisor's Full Name_Wanda Diaz_

Alternate Supervisor's Title_Associate Dean of Finance and Administration_

E-mail Address_wanda.diaz@ssw.umaryland.edu_

Job Title_Administrative Assistant_

Job Function: ___ Technical _X_ Administrative ___ Research Lab ___ Research Clinical ___ Tutor ___ Program Admin.

Completion of this request form does not guarantee the department/agency will have a Federal Work-Study student employee. The person who signs this form must also sign the student's Job Certification Form and approve the biweekly payroll timesheets. If a student exceeds their maximum FWS award, the supervisor's department is responsible for paying 100 percent of the over award.

Return completed form to:

E-Mail: *FWS@umaryland.edu*   *Phone: 410-706-7347*

Office of Student Employment; University Of Maryland, Baltimore; 601 W. Lombard St, Suite 221; Baltimore, MD 21201

FWS Job Description: Support Services Administrative Assistant

This FWS student position will support the Office of Support Services by handling day-to-day administrative functions and providing customer service support to internal and external partners.

The ideal candidate is committed to helping to create a welcoming and inclusive environment for all. This position does not supervise others.

Duties will include:

1. Receive and process work requests generated through the Support Services Portal. Work requests include:
    a. Copy and print workorders
    b. Facility maintenance workorders
    c. Office supply workorders
    d. Shipping and mailing workorders
2. Provide timely feedback to end users regarding works requests and fulling requests in a timely manner.
3. Monitor the SupportServices@ssw.umaryland.edu email account and forward issues to the appropriate parties.
4. Process incoming mail by sorting and filing into the appropriate mailboxes
5. Process incoming packages, logging them into the WTS system and emailing the end user.
6. Monitor package pickup and ensure packages are received by end user in a timely manner. Maintaining communication with end user and providing time updates and reminders to pick up packages
7. Operating printer, large format printer, and mail machine, troubleshooting when equipment is non-operational.
8. Provide event support for events to include set-up and clean-up as needed during scheduled work hours.
9. Perform additional duties as needed.