

**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 _____
(Full Name of Department)

Off-Campus Agency The Universities at Shady Grove Center for Scholarships
(Full Name of Agency- For Off-Campus Positions Only)

Address 9636 Gudelsky Drive Rockville, MD 20850

Telephone 301-738-6023 _____ Fax No. 301-738-6070 _____

Work Study Supervisor's Full Name Iлона Faulks

Work Study Supervisor's Title Program Administrative Specialist

E-mail Address ifaulks@umd.edu

Alternate Supervisor's Full Name Salomon Zelaya

Alternate Supervisor's Title Program Coordinator

E-mail Address szelaya3@umd.edu

Job Title Office Assistant

Job Function: _____ Technical _____ Administrative _____ Research Lab _____ Research Clinical _____ Tutor x 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**

Center for Scholarships

The Center for Scholarships administers unique scholarships, provides financial literacy trainings, facilitates several food access programs, and offers financial aid resources to prospective and current students at USG.

Job Title: Office Assistant (Student Staff)

On-site Duties and Responsibilities

- Provide general student services information and assistance to current students, prospective students, and visitors, including financial aid, student life activities, registrations, and more.
- Assist with answering phones, checking office emails and voicemails, faxing, filing, making copies, and other administrative work.
- Process documents such as admission applications, financial aid forms, etc.
- Maintain front desk organization and cleanliness
- Keep track of data for the front desk and office operations (front desk tally, TimeTap, SharePoint, etc.)
- Assist with the coordination and planning of special events.
- Assist with Grover Essentials, Grover-To-Go, and other food access programs
- Assist with special projects and other duties as assigned.

Requirements

Qualifications

- Must be registered at USG
- Must be in good academic standing

Competencies and Skills

- Exemplary customer service skills
- Excellent communication skills
- Proficient with Microsoft Office suite, Google Suite, Canva, and Adobe Suite
- Knowledgeable about USG operations and services
- Detail-oriented, especially as it pertains to data tracking
- Ability to adjust to varying workloads

Working Conditions

- Available to work up to 20 hours per week
- Available to work onsite between the hours of 9am and 5pm; Monday-Friday

Career Competencies

Leadership: Flexibility and adaptability to changing priorities and tasks, with the ability to manage multiple projects simultaneously and maintain order and efficiency within the office environment, including managing schedules, supplies, and administrative tasks.

Critical Thinking & Problem Solving: Capacity to identify issues and develop practical solutions to overcome challenges encountered in daily tasks and responsibilities.

Professionalism & Work Ethic: Punctual and reliable. Demonstrated ability to take proactive steps to improve processes, streamline operations, and contribute positively to the overall functioning of the office. Strong focus on accuracy and precision in data entry, document preparation, and scheduling tasks to ensure error-free results.

Teamwork & Collaboration: Willingness to collaborate with colleagues and contribute to a positive work environment through mutual support and cooperation.

Digital Technology: Proficiency in using various office software and technology tools to enhance productivity and efficiency in daily tasks and responsibilities. Examples of technology include, but are not limited to, Microsoft Office Suite, Google Suite, Canva, and Adobe Suite.

Oral & Written Communication: Proficient verbal and written communication skills are essential for interacting with colleagues, clients, and external partners. Demonstrate exemplary customer service skills.

Equity & Inclusion: Value, respect, and learn from individuals with diverse identities and backgrounds. Promote and assist with "Grover Essentials," "Grover-To-Go," and other food access programs.

Career Development: Identify and articulate transferable skills, strengths, knowledge, and experiences relevant to desired career goals. Explore and navigate the steps necessary to pursue professional opportunities that match personal values and implement strategies for self-advocacy in the workplace.

Personal Well-being: Continually enhance physical, mental, and emotional health. Cultivate and foster habits of well-being to increase focus, productivity, and impact.