

303 Homestead Avenue
Holyoke, MA 01040
413.538.7000

Financial Aid Office
P: 413.552.2150
F: 413.552.2192

**Federal Work Study
Job Description Form**

Job Title: Customer Service Assistant
Department or Organization: Financial Aid Office
Address (Off campus only):

Desired No. of Hires: 1

Supervisor: Todd Wonders
Office: Frost 201
Phone: 413-552-2581
Email: twonders@hcc.edu

Designee: Sarah Kapinos
Office: Frost 201
Phone: 413-552-2421
Email: skapinos@hcc.edu

General Job Description:

Primary focus on customer service at the front desk or on the phone of the Financial Aid Office.

Detailed List of Duties:

Position involves typing, mailing, filing, photocopying, alphabetizing. Provide coverage for staff breaks from phones and/or counter coverage; assist students with FAFSA, online forms, and Online Services at self-service computers; promote and participate in financial literacy initiatives, and office promotional events; prepare files for processing; filing and preparing outgoing mail; work on special projects.

Opportunities for Advancement: *Please list those duties an employee can expect to learn in terms of job growth, if rehired.*

Responsibility Involved: *Consider responsibility for direction of others, service to the public, equipment or materials used, and the amount of confidentiality required.*

Skills and/or previous experience desired:

Prior customer service experience. Ability to interact well with staff and trainers. Accuracy, attention to detail, confidentiality, and dependability are necessary. Strong computer skills desired. Ability to work with limited supervision. Office experience is desirable.

Amount of supervision required:

Regular Occasional Minimal

Student employees are not permitted to work without any supervision.

Hours desired to cover (evening, weekend, etc.):

How to Apply: Contact supervisor listed above.

Completed and Submitted By:

Todd Wonders
Print Name of Supervisor

Staff Assistant
Title

September 14, 2018
Date