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**Federal Work Study
Job Description Form**

Job Title: Clerical Assistant

Desired No. of Hires: 15-20hrs

Department or Organization: Student Records & Registrar's Office

Address (Off campus only):

Supervisor: Maria Estelle Camacho

Designee: Rosita Nunez

Office: FR 223

Office: FR 223

Phone: 413.552.2550

Phone: 413-552-2231

Email: mcamacho@hcc.edu

Email: rnunez@hcc.edu

General Job Description:

The primary duties of the Student Records & Registrar's clerical assistant is to assist with the imaging of student records and documents into ImageSilo; provide customer service through various platforms including but not limited to: front desk coverage, answering phone calls, ChatNow, Zoom; and special projects as assigned.

Detailed List of Duties:

The clerical assistant position involves handling confidential records, imaging documents with a scanner, typing, mailing, filing which requires knowledge of alphabetizing, and photocopying; provide customer service through various platforms including but not limited to: front desk coverage, answering phone calls, ChatNow, Zoom; and special projects as assigned.

Opportunities for Advancement: *Please list those duties an employee can expect to learn in terms of job growth, if rehired.
Expectations – ability to learn the student software system Banner, Imagesilo and in the future Navigate Staff*

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

Responsible for archiving and managing confidential files and sensitive student information daily.

Skills and/or previous experience desired:

Prior customer service experience. Ability to effectively interact well with others. Ability to maintain confidential files and sensitive student information. Strong computer skills in word processing and spreadsheet including accuracy and attention to details. Ability to effectively use Microsoft Office Suite or software needed to perform duties in the position. Ability to work with limited supervision and is dependable. 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.):

Afternoon and evening coverage some weekends

How to Apply: Contact supervisor/designee listed above.

Completed and Submitted By:

Print Name of Supervisor

Date