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Federal Work Study Job Description Form

Job Title: CAPS Office Assistant

Desired No. of Hires: 6

Department or Organization: Center for Academic Program Support (tutoring services)

Address (Off campus only):

Supervisor: Andrew Fletcher

Designee: Yarida Cruz

Office: Donahue 240A

Office: Donahue 240

Phone: 413-552-2416

Phone: 413-552-2584

Email: afletcher@hcc.edu

Email: ycruz@hcc.edu

General Job Description: CAPS is looking for students who are punctual, organized, and take pride in HCC's mission and values. The CAPS Office Assistant will assist in directing traffic, answering questions, and performing general office duties.

Detailed List of Duties:

- Adhere to HCC policies, code of ethics, and CAPS operational procedures.
- Be present on campus and using the desk phone to greet students entering the tutoring centers.
- Direct students to the correct tutor, or other staff member, based on their needs.
- Ensure the centers stay clean and organized.
- Attend scheduled meetings with the CAPS Administrative Assistant II.
- Complete required trainings such as customer service and Google Apps.
- Create a task list or weekly schedule.
- Create a cover letter for future use.
- Identify and refer students to non-CAPS services or contacts as needed.
- Identify and refer non-CAPS staff to appropriate services or contacts as needed.
- Other office duties as assigned by the CAPS Administrative Assistant II.

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

If rehired, and depending on an evaluation, the Office Assistant may be assigned more complex projects.

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

- It is imperative that the Office Assistant be professional and communicate effectively with other students and staff. The Office Assistant may be the first person that someone sees as they enter the Center.
- The Office Assistant does not hold any supervisory duties.
- Computer and phone use is required for this position. The Office Assistant may need also need to show students or staff how to access services with a computer or mobile device.

- Confidentiality is required if the Office Assistant is being asked questions unrelated to CAPS services (unlikely). This will be explained further and FERPA guidelines will be reviewed with the hired Office Assistant.

Skills and/or previous experience desired:

Required: Customer service, communication, organizational, time management, technology, willingness to learn

Preferred: Office equipment, data entry, inventory tracking, quality control, organizing files, and creating designs, text, and strategies for our social media pages

Amount of supervision required:

Regular Occasional Minimal

Student employees are not permitted to work without any supervision.

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

Varies between Monday-Friday 9am-5pm.

Office Assistants can work as little as 4 hours one day a week or as much as their Work Study award allows.

How to Apply: Email Yarida Cruz at ycruz@hcc.edu with your resume.

Completed and Submitted By:

Andrew Fletcher

Print Name of Supervisor

Director

Title

08/09/2023

Date

Please return completed form to drosado@hcc.edu