



202 Thornwestead Avenue
Holyoke, MA 01040
413.552.7000

Assigned Grade Level _____

(FAO use only)

www.hcc.edu

Financial Aid Office
P: 413.552.3150
F: 413.552.3172

Federal Work Study Job Description Form

Job Title: Office Assistant
Department or Organization: Gateway to College
Address (Off campus only):

Desired No. of Hires: 1

Supervisor: Vivian Ostrowski
Office: FPA 230
Phone: 552-2370
Email: vostrowski@hcc.edu

Designee: Alvin Nguyen
Office: FPA 229
Phone: 552-2043
Email: anguyen@hcc.edu

General Job Description:

The Gateway to College team is seeking a work study student to help foster our community spirit of Relentless Kindness. This person will assist staff with daily office functions and events, and will help students troubleshoot tech issues (Canvas, Zoom, HCC email, Online Services), get to know campus, and access campus resources.

Detailed List of Duties:

Office tasks that may involve Microsoft Office Suite (word, excel, PowerPoint), data entry, etc.
Student support may include working with individual students to identify tech issues and to work with the appropriate campus support people to address those issues. Must know campus resources, have the ability to multi-task and work independently when necessary, keep records, maintain confidentiality, and foster a spirit of kindness and inclusion.

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:

Strong communication skills, patience, sense of humor, ability and willingness to meet people where they are and help them navigate frustrating situations, open to learning and feedback

Amount of supervision required:

Regular Occasional Minimal

Student employees are not permitted to work without any supervision.

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

Monday-Thursday, daytime

How to Apply: Contact supervisor/designee listed above.

Completed and Submitted By:

Vivian Ostrowski
Print Name of Supervisor

Gateway to College director
Title

August 3, 2023
Date

Please return completed form to drosado@hcc.edu