

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:** Peer Outreach Assistant

**Desired No. of Hires:** 2

**Department or Organization:** Financial Aid Office

**Address (Off campus only):**

**Supervisor:** Kimberlee Straceski

**Designee:** Maylene Rodriguez Scott

**Office:** Frost 201

**Office:** Frost 201

**Phone:** 413-552-2578

**Phone:** 413-552-2190

**Email:** kstraceski@hcc.edu

**Email:** mrodriguezscott@hcc.edu

**General Job Description:**

Primary focus on customer service and outreach to students via phone, email, and walk-ins in the Financial Aid Office.

**Detailed List of Duties:**

Position involves helping the Financial Aid office with questions that come through walk-ins, phones, and email. Additionally, there will be outreach projects that involve contacting students via phone / email.

These efforts will serve as a way to connect students to resources in financial aid and beyond, provide student updates, and to check-in on semester progress. There may be a limited amount of office duties, such as scanning files, mailings, and other special projects.

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

We encourage our seasoned student employees to join us when we table at events or to join a financial aid counselor to give aid presentations, however this is optional and is based on your comfortability. We believe building transferrable skills such as public speaking and exceptional customer service will benefit our student employees' future career paths.

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

Must adhere to the strict FERPA confidentiality necessary in financial aid.

**Skills and/or previous experience desired:**

This position is a good fit for someone who enjoys talking with students and/or HCC Staff and for curious minds that would like to learn how financial aid works. No previous financial aid experience is required! Must adhere to FERPA confidentiality.

**Amount of supervision required:**

Regular       Occasional       Minimal

*Student employees are not permitted to work without any supervision.*

**Hours desired to cover (evening, weekend, etc.):** Weekdays during office hours (8:30am – 4:30pm). Part-time.

**How to Apply:** Contact supervisor/designee listed above.

**Completed and Submitted By:**

Kimberlee Straceski  
Print Name of Supervisor

Associate Director  
Title

December 26, 2023  
Date