Federal Work Study
Job Description Form

Job Title: CAPS Office Assistant  
Desired No. of Hires: 2

Department or Organization: Center for Academic Program Support
Address (Off campus only):

Supervisor: Andrew Fletcher  
Office: Center for Academic Program Support
Phone: 413-552-2416
Email: afl Fletcher@hcc.edu

Designee: Yarida Cruz  
Office: Center for Academic Program Support
Phone: 413-552-2584
Email: ycruz@hcc.edu

General Job Description: Support CAPS Administrative Assistant with basic office and clerical duties.

Detailed List of Duties: • Greet and refer students and staff to appropriate services they inquire about.
• Become skilled in using HCC softwares as well as Google and Zoom
• Be able to identify and use resources including other staff for assistance
• Attend scheduled meetings or trainings
• Data entry, tracking inventory, creating/ensuring lists are correct, and more

Opportunities for Advancement: Please list those duties an employee can expect to learn in terms of job growth, if rehired.
Not at this time unless Director and/or a Center Coordinator needs to hire a part time clerical or peer tutor.

Responsibility Involved: Consider responsibility for direction of others, service to the public, equipment or materials used, and the amount of confidentiality required.
Greet and assist students with CAPS services. Refer tutors and staff to Coordinators. Confidentiality is required. Use of computer required. Copier, phone, zoom, and private room may be used.

Skills and/or previous experience desired: Required: Communication skills, use of technology and Microsoft Office
Not required but preferred: Customer Service, Google Apps, use of office equipment, experience with data entry, organizational skills, how to prioritize. Conflict resolution or maintain calmness in a fast pace.

Amount of supervision required:
☐ Regular  ☑ Occasional  ☐ Minimal
Student employees are not permitted to work without any supervision.

Hours desired to cover (evening, weekend, etc.): Flexible. Prefer Mondays and Thursdays from 8am-10am,
More hours can be worked on Tuesdays and Fridays any time 8am-4pm

How to Apply: Contact supervisor/designee listed above.

Completed and Submitted By:
Andrew Fletcher  
Print Name of Supervisor
Director  
Title
9/17/2021  
Date

Please return completed form to drosado@hcc.edu
**CAPS_FWS Job Description Form.docx**

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<th>2021-09-17</th>
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<td>Center for Academic Program Support (<a href="mailto:caps@hcc.edu">caps@hcc.edu</a>)</td>
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- 📧 Email viewed by Andrew Fletcher (afletcher@hcc.edu)

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