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Financial Aid Office
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**Federal Work Study
Job Description Form**

Job Title: Front Desk

Desired No. of Hires: 2

Department or Organization: Ascentria Care Alliance

Address (Off campus only): 425 Union St. Floor D, West Springfield, MA 01089

Supervisor: Michele Snizek

Designee: Margaret Downing

Site Supervisor: Kristen Lussier

Office: Campus Center 102A

Office: Campus Center 102G

Phone: 413-552-2268

Phone: 413-552-2557

Phone: 413-787-0725 Ext. 407

Email: msnizek@hcc.edu

Email: mdowning@hcc.edu

Email: klussier@ascentria.org

General Job Description:

Ascentria Care Alliance is a non-profit agency that seeks to break the cycle of poverty and build thriving communities where everyone has the chance to achieve their full potential, regardless of background or disadvantage. The agency provides various refugee and immigrant services. This position is responsible for front desk office reception general administrative duties.

Detailed List of Duties:

Greet guests and clients. Give visitors badges and direct clients where they need to go. Answer all incoming calls and redirect them or keep messages. Receive letters, packages, etc. and distribute them. Help clients fill out simple forms and applications. Assist all office departments in other administrative duties as needed.

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

Special projects as identified based on needs of the agency and particular skills and areas of interest of the student.

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

Service to the public; must adhere to HIPAA. Energetic, flexible and reliable. Well organized and detail oriented. Comfort with computer and phone skills. Comfort working with individuals from many diverse cultures.

Skills and/or previous experience desired:

Energetic, flexible and reliable. Well organized and detail oriented. Comfort with computer and phone skills. Comfortable working with individuals from many diverse cultures. Interest in human services. Multilingual encouraged, but not required.

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 through Friday 9AM-5PM

How to Apply: Contact Margaret Downing, listed above.

Completed and Submitted By:

Kristen Lussier

Print Name of Supervisor

SNAP-Ed Program Coordinator

Title

8/12/2019

Date