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

Job Title: GPS Peer Leader

Desired No. of Hires: 6

Department or Organization: Success Initiatives

Address (Off campus only):

Supervisor: Michele Snizek

Designee: Lauren LeClair

Office: Campus Center 102A

Office: Campus Center 248B

Phone: 413-552-2268

Phone: 413-552-2816

Email: msnizek@hcc.edu

Email: lleclair@hcc.edu

General Job Description:

Conduct outreach to newly admitted students to provide useful information and guidance regarding the steps students must follow until they start their semester. All responsibilities will be done via in person, phone, email, text, and will be tracked by the Success Initiatives Coordinator. Training for this position will be provided in collaboration with the Enrollment Management Office. Applicant must be planning to attend Summer 2018 or Fall 2018 classes.

Detailed List of Duties:

Meet with, facilitate information sessions, and contact newly admitted students via phone, email, or text. Guide newly admitted students through the enrollment steps before attending classes. Keep records of interactions/work done with each newly admitted student. Keep close communication with supervisor.

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

Organization, time management, written and verbal communication skills, interpersonal skills (customer service), value of data tracking, public speaking, and goal setting.

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

This position will be critical in assisting students to complete their enrollment process through starting classes. They will be the voice and image of HCC to the newly admitted students. They must be knowledgeable and friendly. Keeping information/records confidential is vital.

Skills and/or previous experience desired:

Experience using Excel or Google sheets. Experience or skill communicating effectively via phone, email, and text. Honest and respectful of others (peers, supervisors). Proactive attitude towards challenges. Quick learner and ability to follow directions. Punctual, committed, responsible.

Amount of supervision required:

Regular Occasional Minimal

Student employees are not permitted to work without any supervision.

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

How to Apply: Contact supervisor/designee listed above.

Completed and Submitted By:

Print Name of Supervisor

Title

Date

Please return completed form to skapinos@hcc.edu