

303 Homestead Avenue  
Holyoke, MA 01040  
413.538.7000

Financial Aid Office  
P: 413.552.2150  
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**Federal Work Study  
Job Description Form**

**Job Title:** Office Assistant/Receptionist  
**Department or Organization:** El Centro

**Desired No. of Hires:**

**Supervisor:** Nelson Lopez  
**Office:** Frost 224  
**Phone:** 413-552-2349  
**Email:** [nlopez@hcc.edu](mailto:nlopez@hcc.edu)

**Designee:** Myriam Quiñones  
**Office:** Campus Center 248  
**Phone:** 413-552-2539  
**Email:** [mquinones@hcc.edu](mailto:mquinones@hcc.edu)

**General Job Description:**

Serve as ambassadors for El Centro. Greet and assist students and community members; schedule appointments and provide general information. Perform daily tasks and projects as needed.

**Detailed List of Duties:**

Greet and assist guests, answer phones and take clear messages, schedule appointments for Coordinators. Prepare and distribute mailings. Use copier and fax machine. Support outreach and marketing efforts. Maintain calendar of events, files and database using MS Office and other software. General office work and other duties as assigned by Coordinator.

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

This position will provide a learning environment for organization, time management, written and verbal communication skills, interpersonal skills (customer service), value of data tracing, 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.*

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

Willingness to assist a diverse population. Polite, professional, and pleasant attitude; effective interpersonal skills. Experience communicating effectively via phone, email and text. Computer skills and accuracy in typing; proofreading with attention to detail; and clerical skills such as filing and data entry. Experience using Excel or Google sheets. Quick learner and ability to follow directions. Proactive attitude towards challenges. Punctual, committed, and responsible.

**Preferred Skills**

Culturally Competent  
Bilingual: English & Spanish

**Amount of supervision required:**

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

Regular     Occasional     Minimal

**Hours desired to cover (evening, weekend, etc.):** N/A

**How to Apply:** Contact supervisor above.

**Completed and Submitted By:**

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*Print Name of Supervisor*

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*Title*

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*Date*

*Please return completed form to [skapinos@hcc.edu](mailto:skapinos@hcc.edu)*