

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: Clerical Assistant

Desired No. of Hires: 2

Department or Organization: Student Accounts Office

Address (Off campus only):

Supervisor: Jeannette Smith

Designee:

Office: Frost 201

Office:

Phone: 413-552-2556

Phone:

Email: jesmith@hcc.edu

Email:

General Job Description:

Detailed List of Duties:

This position works closely with cashiers assisting students with account inquiries, waiving health insurance, setting up Bankmobile accounts and any other counter service that may be needed; however, no cash handling is involved in this position. This position also involves clerical duties including answering phones, retrieving and recording phone messages, processing incoming mail, tuition waivers and assisting with department mailings. Other clerical work may be needed.

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

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

A high degree of confidentiality is required.

Skills and/or previous experience desired:

Strong customer service skills, basic computer skills including Microsoft applications, telephone skills, and filing.

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 listed above.

Completed and Submitted By:

Print Name of Supervisor

Title

Date