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Federal Work Study Job Description Form

Job Title: Front Desk Office Assistant

Desired No. of Hires: 2

Department or Organization: Center for Academic Program Support (Tutoring)

Address (Off campus only):

Supervisor: Andrew Fletcher

Designee: Yarida Cruz

Office: Donahue 240 A

Office: Donahue 240

Phone: 413-552-2416

Phone: 413-552-2584

Email: afletcher@hcc.edu

Email: ycruz@hcc.edu

General Job Description: CAPS is looking for students who are punctual, organized, and take pride in HCC's mission and values. The Front Desk Office Assistant will assist in directing traffic, answering questions, and performing general office duties from the Fall semester through the Spring semester.

Detailed List of Duties:

- Adhere to HCC policies, code of ethics, and CAPS operational procedures.
- Complete required trainings such as customer service and Google Apps.
- Follow your weekly schedule of tasks and maintain the list.
- Be present on campus to greet students that enter the office and use the desk phone for incoming/outgoing calls.
- Direct students to the correct tutor, or other staff member, based on their needs.
- Identify and refer students to non-CAPS services or contacts as needed.
- Identify and refer non-CAPS staff to appropriate services or contacts as needed.
- Complete additional office duties such as shredding, filing, inventory, and mail services.
- Ensure the centers and shared office areas stay clean and organized.
- Attend scheduled meetings with the CAPS Administrative Assistant II.
- Promoting CAPS services by decorating bulleting boards and distributing flyers.
- Other office duties as assigned by the CAPS Administrative Assistant II.

Opportunities for Advancement: *Please list those duties an employee can expect to learn in terms of job growth, if rehired.* Rehire to the Spring semester is dependent on an end-of-the-semester evaluation. The Front Desk Office Assistant may be assigned more complex projects such as tracking data and cross referencing in the second semester.

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

- It is imperative that the Front Desk Office Assistant be professional and communicate effectively with students and staff.
- The Front Desk Office Assistant may be the first person that someone meets as they enter the Center.
- The Front Desk Office Assistant does not hold any supervisory duties.
- Computer and phone use are required for this position. The Front Desk Office Assistant may also need to show students or staff how to access services with a computer or mobile device.
- Confidentiality is required when interacting with students and staff about student needs and departmental data. This will be explained further and FERPA guidelines will be provided during training.

Skills and/or previous experience desired:

Required: Excellent customer service, writing, communication, organizational, and time management skills. Willingness to learn, professionalism, and punctuality.

Preferred: Familiar with technology, office equipment, HCC resources, and design/creativity.

Amount of supervision required: *Student employees are not permitted to work without any supervision.*

☒ Regular ☐ Occasional ☐ Minimal

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

Shifts available are Mondays, Thursdays, and/or Fridays 9am-4pm. The CAPS Front Desk Office Assistant can work as little as 4 hours a day or as much as their Work Study award allows.

How to Apply: Email Yarida Cruz at ycruz@hcc.edu with your resume and a brief cover letter.

Completed and Submitted By:

Andrew Fletcher

Print Name of Supervisor

Director

Title

10/22/2025

Date