

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: 15-20hrs

Department or Organization: Student Records & Registrar's Office

Address (Off campus only):

Supervisor: Rosita Nunez

Office: FR 223

Phone: 413.552.2511

Email: rnunez@hcc.edu

Designee: Aliya Pinkney Office:

FR 223

Phone: 413-552-2511

Email: apinkney@hcc.edu

General Job Description:

The primary duties of the Student Records & Registrar's clerical assistant is to assist with the imaging of student records and documents into ImageSilo; provide customer service through various platforms including but not limited to: front desk coverage, answering phone calls, ChatNow, Zoom; and special projects as assigned.

Detailed List of Duties:

The clerical assistant position involves handling confidential records, imaging documents with a scanner, typing, mailing, filing which requires knowledge of alphabetizing, and photocopying; provide customer service through various platforms including but not limited to: front desk coverage, answering phone calls, ChatNow, Zoom; and special projects as assigned.

Opportunities for Advancement:

Expectations – ability to learn the student software system Banner, Imagesilo, Navigate Staff and other platforms that are necessary to maintain student records and collect analytical data for process improvements.

Responsibility Involved:

Responsible for archiving and managing confidential files and sensitive student information daily. Adherence to The Family Educational Rights and Privacy Act (FERPA) is a must.

Skills and/or previous experience desired:

Prior customer service experience. Ability to effectively interact well with others. Ability to maintain confidential files and sensitive student information. Strong computer skills in word processing and spreadsheet including accuracy and attention to details. Ability to effectively use Microsoft Office Suite, Google docs and sheets or software needed to perform duties in the position. Ability to work with limited supervision and is dependable. Office experience is desirable.

Amount of supervision required:

☒ Regular

☐ Occasional

☐ Minimal

Student employees are not permitted to work without any supervision.

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

Afternoon and evening coverage some weekends

How to Apply: Contact supervisor/designee listed above.

Completed and Submitted By:

Rosita Nuñez
Print Name of Supervisor

Date 6/30/25