

303 Homestead Avenue
Holyoke, MA 01040
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Financial Aid Office
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**Federal Work Study
Job Description Form**

The Financial Aid Office is seeking three (3) work-study students to work in the financial aid office starting in the summer and into the upcoming school year.

Job Title: Peer Outreach Assistant

Desired No. of Hires: 3

Department or Organization: Financial Aid Office

Address (Off campus only):

Supervisor: Kimberlee Straceski

Designee: Maylene Rodriguez Scott

Office: Frost 201

Office: Frost 201

Phone: 413-552-2578

Phone: 413-552-2190

Email: kstraceski@hcc.edu

Email: mrodriguezscott@hcc.edu

General Job Description:

Primary focus on customer service and outreach to students via phone, email, and walk-ins in the Financial Aid Office.

Detailed List of Duties:

Position involves helping the Financial Aid office with questions that come through walk-ins, phones, and email. We will train you to help students complete the FAFSA application for financial aid. Additionally, there will be outreach projects that involve contacting students via phone.

These efforts will serve as a way to connect students to resources in financial aid and beyond, provide student updates, and to check-in on semester progress. There may be a limited amount of office duties, such as scanning files, mailings, and other special projects.

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

We encourage our seasoned student employees to join us when we table at events or to join a financial aid counselor to give aid presentations, however this is optional and is based on your comfortability. We believe building transferrable skills such as public speaking and exceptional customer service will benefit our student employees' future career paths.

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

Must adhere to the strict FERPA confidentiality necessary in financial aid.

Skills and/or previous experience desired:

This position is a good fit for someone who enjoys talking with students and/or HCC Staff and for curious minds that would like to learn how financial aid works. No previous financial aid experience is required! Must adhere to FERPA confidentiality.

Amount of supervision required:

Regular

Occasional

Minimal

Student employees are not permitted to work without any supervision.

Hours desired to cover (evening, weekend, etc.): Weekdays during office hours (8:30am – 4:30pm). Typically 4-8 hours per week, however the hours available depends on the amount of work-study you have been awarded. Preference will be given to students who are available to work on Mondays and Tuesdays.

How to Apply: Contact Maylene Rodriguez Scott at mrodriguezscott@hcc.edu with your resume and short message about your interest in the job.

Completed and Submitted By:

Maylene Rodriguez Scott

Senior Financial Aid Counselor

May 18th, 2026

Print Name of Supervisor

Title

Date