

Federal Work Study Job Description Form

Job Title: Receptionist/Front Office Clerk

Desired No. of Hires: 2

Department or Organization: Writing Center/Student Success Center

Address (Off campus only):

Supervisor: Nicole Jackson

Designee:

Office: Bldg 19/220

Office:

Phone: (413) 755-4537

Phone:

Email: nljackson@stcc.edu

Email:

General Job Description: The WC/SSC is seeking a work study student to assist with the management of our front office area. The student will be responsible for greeting visitors, answering phone calls, scheduling appointments and running errands.

Detailed List of Duties: Greeting visitors; managing front desk; handling queries via phone, email and general correspondence; transferring calls as necessary; taking and ensuring messages are passed to the appropriate staff member in a timely manner; managing tutoring availability & schedule; receiving, sorting and distributing mail; maintain a professional behavior.

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

Student can advance their customer service skillsets as well as become adept to prioritizing, multitasking and scheduling.

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

Student will be responsible for welcoming visitors and providing them with the support they need. They are also responsible for handling calls and solving basic concerns or inquiries. They would also be responsible for providing administrative support to the staff by scheduling tutoring meetings, handling mail, taking messages and assist with miscellaneous projects and tasks.

Skills and/or previous experience desired: Customer serviced-focused; active listening; ability to handle office equipment (e.g., the telephone system, printer and fax machine)

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/designee listed above.