



Student Financial Services
Building 19, Rm. 286
One Armory Square
Suite 1, PO Box 9000
Springfield, MA 01102-9000
(413)755-4214
Email: sfs@stcc.edu

**Federal Work Study
Job Description Form**

Job Title: Customer Service/Office Support
Department or Organization: Admissions Office
Address (Off campus only):

Desired No. of Hires: 2

Supervisor: Bonnie MacKay
Office: 19/168
Phone: 413-755-4391
Email: mackay@stcc.edu

Designee:
Office:
Phone:
Email:

General Job Description: Customer Assistance (Counter and phones), Campus Tours & General Office/Staff Support

Detailed List of Duties: Answering student questions, directing students to appropriate offices, providing students and families with general tours of the campus, assembling marketing materials for Admissions Counselors, filing and general office work to include making phone calls as needed for Admissions.

Opportunities for Advancement: Office support tasks can be elevated and added with demonstrated enthusiasm, initiative and competency.

Responsibility Involved: The chosen work-study student(s) will have limited access to student's personal information but will be bound by the same FERPA laws as we all are.

Skills and/or previous experience desired: Customer service experience required, operation of general office equipment preferred.

Amount of supervision required: Regular Occasional Minimal

Hours desired to cover (evening, weekend, etc.): Anytime between 8AM – 5PM Monday – Thursday and anytime between 8AM-4PM on Friday's with respect to student's class schedule.

How to Apply: Bonnie MacKay

Completed and Submitted By:

Bonnie Mackay
Signature of Supervisor or Division Dean

Administrative Assistant
Title

06/14/24
Date

Please return completed form to ajhernandez@stcc.edu