



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](mailto:sfs@stcc.edu)

## Federal Work Study Job Description Form

**Job Title:** Recruitment & Retention Assistant

**Desired No. of Hires:** 4

**Department or Organization:** Workforce Development

**Address (Off campus only):**

**Supervisor:** Gladys Franco/ Ian Noonan

**Office:** Building 27, 257

**Phone:** 413.755.4522

**Email:** [gnfranco@stcc.edu](mailto:gnfranco@stcc.edu)

**Designee:** Danielle Morales

**Office:** B27 ,256

**Phone:** 413.755.4893

**Email:** [dmorales0002@stcc.edu](mailto:dmorales0002@stcc.edu)

### General Job Description:

Warmly greet prospective, current and alumni students at the reception area. Direct visitors to the right location/person. Answer phones and make outreach calls. Other duties may be assigned.

### Detailed List of Duties:

- Greet visitors
- Learn about and provide information about programs
- Make phone calls
- Help deliver presentations/ info sessions
- Make copies/ send mail/emails
- pass out/deliver marketing materials
- collect and enter data

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

- Data Collection, entry and analysis
- Networking/ community engagement
- Office operations

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

- Protect communication and student data collected electronically.
- Hold confidential conversation in appropriate office space

### Skills and/or previous experience desired:

- Ability to communicate effectively verbally and in writing
- Experience using microsoft office and google workspace
- Strong interpersonal skills
- Typing at least 40 wpm



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● **Bilingual (English/Spanish preferred)**

**Amount of supervision required:**  Regular  Occasional  Minimal

*Student employees are not permitted to work without any supervision.*

**Hours desired to cover (evening, weekend, etc.):** Monday- Friday

- 8:00 AM- 11:00 AM
- 11:00 AM- 2:00 PM
- 2:00 PM-5:00 PM
- 5:00 PM- 8:00 PM

**How to Apply:** Contact supervisor/designee listed above.

Completed and Submitted By:

*Gladys N Franco*

8/5/2024

Gladys Franco , AVP of Workforce Development

Date

*Please return completed form to [ajhernandez@stcc.edu](mailto:ajhernandez@stcc.edu)*