

303 Homestead Avenue  
Holyoke MA, 01040  
M. 413.538.7000

Financial Aid Office  
T. 413.552.2150  
F. 413.552.2192

**Federal Work Study  
Job Description Form**

**Job Title:** Clerical Assistant

**Desired No. of Hires:** 2

**Department or Organization:** Student Accounts Services

**Address (Off campus only):** NA

**Manager:** Johanna Lebron

**Office:** Frost 221

**Phone:** 413-552-2149

**Email:** jlebron@hcc.edu

**Supervisor:** Anna-Marie Hernandez

**Office:** Frost 221

**Phone:** 413-552-2556

**Email:** ahernandez@hcc.edu

**General Job Description:**

Assist students, staff and faculty with inquiries regarding student accounts.

**Detailed List of Duties:**

This position works closely with cashiers assisting students with account inquiries, waiving health insurance, setting up Bankmobile accounts and any other counter service that may be needed; however, no cash handling is involved in this position. This position also involves clerical duties including answering phones, retrieving and recording phone messages, processing incoming mail, tuition waivers, data entry into BANNER, assisting with department mailings and outreach campaigns along with assisting Accountant staff with other related tasks. Other clerical work may be needed.

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

Customer Service skills, working in an office environment, collaborating with students and staff.

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

A high degree of confidentiality is required.

**Skills and/or previous experience desired:**

Strong customer service skills, basic computer skills including Microsoft applications, Google Suite products, telephone skills and filing.

**Amount of supervision required:**

Regular     Occasional     Minimal

Student employees are not permitted to work without any supervision.

**Hours desired to cover (evening, weekend, etc.):** Up to 20 hours a week

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

Completed and Submitted By:

\_\_\_\_\_  
Anna-Marie Hernandez  
Print Name of Supervisor

\_\_\_\_\_  
Assistant Bursar  
Title

\_\_\_\_\_  
6/17/2024  
Date