

Federal Work Study Job Description Form

Job Title: Guest Services/Assistant

Desired No. of Hires: 3

Department or Organization: President's Office/Academic and Student Affairs

Address (Off campus only):

Supervisor: Michelle Vigneault, Staff Assistant, ASA

Office: Academic and Student Affairs

Phone: 413-552-2589

Email: mvigneault@hcc.edu

Designee: Mayra Diaz/Karen Desjeans

Office: ASA / President's Office

Phone: 413-552-2227/413-552-2168

Email: mdiaz@hcc.edu/kdesjeans@hcc.edu

General Job Description: Under the direction of the President's Office and Academic & Student Affairs, the Assistant(s) will provide administrative support to both the Academic/Student Affairs Staff Assistant and the President's Office. There is a high level of confidentiality and professionalism required. Duties will include service to the public in the Frost Lobby to direct guests to the appropriate floor and/or department, both professionally and courteously. Assist with daily office operations/tasks. Using Microsoft Office or Google Suite for special projects. Teamwork, customer service and general knowledge of the College.

Detailed List of Duties: Answering phones/emails; greeting visitors; providing clear instructions to guests so they go to the correct office. Respond to inquiries to provide information to appropriate departments; picking up/distributing mail; filing/shredding; copying & sorting. Assisting with college events.

Opportunities for Advancement: The student(s) will receive exposure to the daily tasks of the College through both the Vice President's Office and the President's Office. They will learn how to work in a team setting.

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

Skills and/or previous experience desired: Customer service experience in working with the public, friendly attitude. Use of Microsoft Office or Google Suite for special projects. Teamwork, customer service and general knowledge of the College. Technical skills.

Amount of supervision required: X Regular Occasional Minimal *Student employees are not permitted to work without any supervision.*

Hours desired to cover (evening, weekend, etc.): Mondays 10 am to 3 pm; Tuesdays 9 to 11 and 2 to 4 pm; Wednesdays 10 to 3 pm; Thursdays 9 to 11 and 2 to 3 pm; Fridays 10 am to 2 pm

How to Apply: Contact supervisor/designee listed above.

Completed and Submitted By:

Michelle Vigneault

02/16/2023

Print Name of Supervisor Title

Date

Please return completed form to drosado@hcc.edu