



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: Office Support Work study
Department: Student Financial Services (SFS)
Location: Building 19 Room 287

Desired No. of Hires: 1-2

Supervisor: Anthony Hernandez
Office: Student Financial Services (SFS)
Phone: 413-755-4393
Email: ajhernandez@stcc.edu

Designee: Gladys Colon
Office: SFS
Phone: 413-755-4493
Email: gcolon2402@stcc.edu

General Job Description:

Student Financial Services is seeking a reliable and detail-oriented work-study student to provide general office support. The student assistant will help maintain a welcoming environment for students and visitors while assisting staff with clerical and customer service tasks. Please note: this position will not involve access to confidential student records or any tasks governed by FERPA.

Detailed List of Duties:

- Greet and direct students and visitors to appropriate resources or staff
- Answer general questions and provide accurate information about office hours, forms, and procedures (training will be provided)
- Keep inventory, organize and stock office and Ramcard supplies, forms, and informational materials
- Assist with filing, copying, and shredding non-confidential documents
- Monitor and tidy reception and waiting areas
- Support staff with general clerical tasks as assigned (excluding any confidential or FERPA-regulated activities)
- Assist with event preparation or outreach efforts such as financial aid workshops or campus tabling events
- Assist students with taking Ramcard ID photos and ensure proper photo standards are met

Opportunities for Advancement:

- The employee will acquire excellent public service skills.
- They will learn office processes and procedures.



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- The employee will become familiar with FERPA and learn the importance of good communication and confidentiality.

Responsibility Involved:

The chosen work-study student 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:

- Experience in customer service positions.
- Strong proven computer skills.
- Good multi-tasking, scheduling, telephone skills, and meeting planning.
- Organized, self-motivated and dependable.
- Must be a team player.

Amount of supervision required:

☒ Regular ☐ Occasional ☐ Minimal

Student employees are not permitted to work without any supervision.

Hours desired to cover (evening, weekend, etc.):

Office Hours are Monday through Thursday, 8am to 5pm and Friday 8am to 4pm. Students work schedule will be up to 15 hours per week depending on student's academic schedule and remaining unmet need.

How to Apply: Contact supervisor/designee listed above.