



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: Academic Advising Work Study

Desired No. of Hires: 2

Department or Organization: Academic Advising and Transfer Center

Address (Off campus only):

Supervisor: Veronica Rosa-Diaz

Office: 19/232

Phone: 413-755-4851

Email: vmrosadiaz2501@stcc.edu

Designee: Wilma Tynes

Office: 19/266B

Phone: 413-755-5172

Email: wetynes@stcc.edu

General Job Description: Office Assistant: Provide clerical support to Advising's Administrative Assistant II, and Professional Academic Advisors/Counselors.

Detailed List of Duties: Answering phones, returning voicemails, calling next day appointments to confirm, making appointments, assisting advisors with projects/events, greet visitors, utilizing office machinery, running errands, answering student inquiries, retrieve mail, light front desk maintenance, ARIES and Blackboard navigation guidance. Assisting with Registration events.

Opportunities for Advancement: Build professional skills such as content development (creating and formatting documents and flyers), organizational, customer service, management skills,

business ethics, Microsoft/Google Suites.

Responsibility Involved: Maintain confidentiality with student documents and information (FERPA). Direct service to the public. Use of office machinery (copier, multi-line phones, and PC).

Skills and/or previous experience desired: Office and/or customer service experience (1 year or greater), and/or current major Business, Office Administrative Assistant Professional, or Clerical Office Assistant. - These skills are desired, but not required.

Amount of supervision required:

☐ Regular

☒ Occasional

☐ Minimal

Student employees are not permitted to work without any supervision.

Hours desired to cover (evening, weekend, etc.): Advising and Transfer Center hours are Monday through Thursday from 8am-5pm, Friday 8am-4pm. No remote option.

How to Apply: Contact supervisor/designee listed above.

Completed and Submitted By:

Veronica Rosa-Diaz

Signature of Supervisor or Division Dean

Administrative Assistant II

Title

July 16, 2026

Date



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Please return completed form to ajhernandez@stcc.edu