



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: Recruitment & Retention Assistant
Department or Organization: Workforce Development
Address (Off campus only):

Desired No. of Hires: 10

Supervisor: Gladys Franco/ Ian Noonan/ Melaine Korncaki
Office: Building 27, 257
Phone: 413.755.4522
Email: gnfranco@stcc.edu

Designee: Danielle Campbell
Office: B27 ,256
Phone: 413.755.4893
Email: dcampbell2601@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

Amount of supervision required: ☒ Regular ☐ Occasional ☐ Minimal

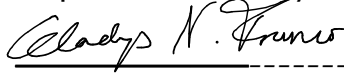
Student employees are not permitted to work without any supervision.

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:


Signature of Supervisor or Division Dean

AVP of Workforce Development
Title

8/14/2026
Date