

Student Intern – General Business

Position type: Student Hourly

Campus: University of Massachusetts Donahue Institute (UMDI)

Department: Central Administrative Services Unit (CASU)

Primary Work Location:

100 Venture Way, 3rd Floor, Suite 5, Hadley, MA 01035

Normal Work Schedule:

Position is hourly for the 2026-2027 academic year, ranging from 10 - 20 hours per week (during standard work hours) based on CASU needs and student availability. Day-to-day schedules will vary depending upon the needs of the Central Administrative Services Unit (CASU).

Job Summary:

The University of Massachusetts Donahue Institute's (UMDI) Central Administrative Services Unit (CASU) provides a wide variety of support services to the eight business units including accounting, human resources, IT, marketing, business development, and more. The Student Intern – General Business may directly support various CASU staff with various administrative tasks and will report directly to the Manager of Central Support Services.

Essential Functions:

The list of Student Intern – General Business functions include, but are not limited to:

- Scan and copy documents.
- Assist with events to include planning, set-up/break-down, and staffing the events.
- Create UPS shipments, drop-off/pick-up and sort mail.
- Convert files to electronic database and archive documents.
- Answer main phone line.
- Monitor office inventory of supplies and report needed supplies to manager.
- Complete end of day office closure tasks, based on applicant's schedule.

Other Functions:

- Other duties as assigned.

Minimum Qualifications (Knowledge, Skills, Abilities, Education, Experience):

- Current UMass Amherst undergraduate student.
- Demonstrated attention to detail and strong organizational skills required.
- Demonstrated proficiency in professional office software, such as Word, Excel, PowerPoint.
- Ability to:

- effectively communicate in both verbal and written communications.
- maintain strict confidentiality, exercise sound judgment and discretion when handling confidential materials, and demonstrate consistent professionalism at all times.
- work as a member of a team in a fast-paced work environment.
- organize work priorities efficiently while maintaining work quality and meeting requested timelines.
- ability to work on site at 100 Venture Way in Hadley, MA (this site is not on a bus route).
- Ability to present documentation establishing authorization to work in the United States.

Preferred Qualifications (Knowledge, Skills, Abilities, Education, Experience):

- Eligible for work study.

Working Conditions:

- Environment is a busy, collegial office area resulting in multiple interruptions and requests for assistance.
- Some moving and transporting of supplies up to 20 pounds.
- Pre-approved remote work must be performed in a location with high-speed internet access, sufficiently free of distractions, where employee will be expected to maintain regular communication with supervising manager(s) and clients.
- The physical/mental demands and work environment factors described above are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Additional Details:

- This position is funded by grants and/or contracts and is contingent upon funding.
- This is an hourly, non-benefited position.
- Pay rate of \$15.00/hour.
- **To be considered for the position, please submit the following information to Katera Como at kcomo@donahue.umass.edu:**
 - **cover letter and resume;**
 - **schedule of the days/times you are available to work in person during a typical week;**
 - **and, if eligible, the amount of your Federal Work-Study award.**
- This position will remain open until filled. Interested applicants are strongly encouraged to apply early.
- References will be requested of finalists.