POSITION NUMBER: CF00018

JOBTITLE: Student Worker II, Administrative Specialist II

DEPARTMENT: Student Services, Dean’s Suite

CAMPUS: LSC-CyFair

POSITION SUMMARY

This position is responsible for assisting students and community members with general inquiries regarding registration/enrollment, campus events, directions, and counseling/advising. Duties to include: maintaining supplies and flyers for the desk; assist with child watch inquiries, invoices, and registration; and assists with coverage needed at the desk, process appeals and overloads. May interact one-on-one with students. May interact with a high volume of customers. Will work with and assist diverse groups.

PRIMARY RESPONSIBILITES

1. Filing
2. Copying
3. Faxing
4. Answering phones, taking messages, redirecting calls
5. Pick up and deliver mail
6. Scanning and/or shredding
7. Provide general information related to the department
8. Provide handouts and/or forms to customers
9. Maintain inventory
10. Collect and record data
11. Maintain knowledge of multiple programs
12. Interpret regulations and policies
13. Maintain and/or process records

REQUIRED QUALIFICATIONS

- High School Diploma or Equivalent
- 1 year of related work experience

KNOWLEDGE SKILLS AND ABILITIES

- Customer service
- Interpersonal skills
- Organizational skills
- Analytical and problem solving skills
- Communication skills (written and/or oral)
- Working knowledge of general office procedures and practices
- Proficiency with one or more office software (Word, Excel, PowerPoint, Access)
USE OF EQUIPMENT AND MACHINERY

- Pushing or pulling carts or other such objects
- Standing for two or more hours
- Use small office equipment including copy machines or multi-line phone system
- Use computer for word processing