POSITION NUMBER: MC00002R

**JOB TITLE:** Student Worker II, Student Services Specialist

**DEPARTMENT:** Student Services

**PAY:** 8.74 per/hr.

**CAMPUS:** LSC-Montgomery

**HOURS:** 19.5 per/wk.

## POSITION SUMMARY

Provide support to the International Student Advisor. Responsible for clerical functions including answering e-mails, phones, filing, scheduling and organizing. May explain the requirements to apply for an I-20 to obtain a F1 visa. Required to maintain excel spreadsheets and to maintain files. Required to call students to verify information. May interact one-on-one with students. May interact with a high volume of customers. Will work with and assist diverse groups.

## PRIMARY RESPONSIBILITIES

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. Record maintenance, preparation and review of forms, data entry
9. Mail department information
10. Send standardized department emails
11. Provide handouts and/or forms to customers
12. Maintain inventory
13. Event preparation and support
14. Collect and record data
15. Provide limited technology support to end users
16. Guided tours
17. Interpret regulations and policies

Choose an item.

## 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
• Ability to sort, merge, and complete mass mailings
• Proficiency with one or more office software (Word, Excel, PowerPoint, Access)

USE OF EQUIPMENT AND MACHINERY

• Standing for two or more hours
• Use small office equipment including copy machines or multi-line phone system
• Use computer for word processing