**POSITION NUMBER:** MC00032

<table>
<thead>
<tr>
<th>JOB TITLE:</th>
<th>Student Worker II, Business Office Specialist II</th>
<th>College Work Study Position</th>
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<tbody>
<tr>
<td>DEPARTMENT:</td>
<td>Business Office</td>
<td>PAY: 8.74 per/hr.</td>
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<tr>
<td>CAMPUS:</td>
<td>LSC-Montgomery</td>
<td>HOURS: 19.5 per/wk.</td>
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**POSITION SUMMARY**

This position will support the Business Office. Duties to include: monitor the front office check-in station and address customer needs; assist students setting up payment plans and refund profiles; research and audit student accounts; complete financial aid referral and Business Office research forms for a more in depth inquiry on student accounts; communicate with students via email/phone; cash receipts all incoming payments; balance and reconcile daily receipts; handle complaints regarding vendor services; and travel to Conroe Center when needed. Required to provide high level 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. Prepare reports
13. Collect and record data
14. Maintain knowledge of multiple programs
15. Provide limited technology support to end users
16. 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
• Ability to sort, merge, and complete mass mailings
• Proficiency with one or more office software (Word, Excel, PowerPoint, Access)

USE OF EQUIPMENT AND MACHINERY

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