

**LONE STAR COLLEGE SYSTEM**

**COLLEGE WORK STUDY JOB DESCRIPTION**

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| **POSITION NUMBER:** NH00003 | |
| **JOB TITLE:** Student Worker I, Call Center Specialist | College Work Study Position |
| **DEPARTMENT:** Public Relations & Community Outreach | **PAY: 7.54** per/hr. |
| **CAMPUS:** LSC-North Harris | **HOURS:** Up to19.5 per/wk. |

**POSITION SUMMARY**

Provide support to Public Relations & Community Outreach Department. Under general supervision, this position will handle the switchboard during the evening hours of operation (department hours, 7:30AM-7PM). Responsibilities will include answering incoming calls as they come in to the switchboard, the Information Center, or the mini call-center (as needed). May also make copies, type “Thank You” scholarship letters, empty recycle bins, stock and hang promotional items around campus. Will work with diverse groups. May interact one-on-one with students. May interact with a high volume of customers.

**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. Mail department information

**REQUIRED QUALIFICATIONS**

* High School Diploma or Equivalent
  + 0-1 year of related experience

**KNOWLEDGE SKILLS AND ABILITES**

* + Customer service skills
  + Interpersonal skills
  + Communication skills (written and/or oral)
  + Working knowledge of general office procedures and practices

**USE OF EQUIPMENT AND MACHINERY**

* Pushing or pulling carts or other such objects
* Lift objects weighing up to 20 lbs.
* Use small office equipment including copy machines or multi-line phone system
* Use computer for word processing