POSITION NUMBER: NH00027

**JOB TITLE:** Student Worker I, Financial Aid Specialist I  
**DEPARTMENT:** Financial Aid  
**CAMPUS:** LSC-North Harris  
**PAY:** 7.54 per/hr.  
**HOURS:** 19.5 per/wk.

**POSITION SUMMARY**

This position will support the Financial Aid Department by providing customer service to students and parents; assisting students with multiple online processes; communicating and consulting with the financial aid advisors; organizing and maintaining the filing and scanning system; attending on and off campus school related events; and remaining updated on financial aid rules and regulations. May interact one-on-one with students. 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. Provide handouts and/or forms to customers
9. Event preparation and support
10. Maintain knowledge of multiple programs
11. Interpret regulations and policies

**REQUIRED QUALIFICATIONS**

- High School Diploma or Equivalent
- 0-1 Year 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
- Lift objects weighing up to 20 lbs.
- Standing for two or more hours
- Use small office equipment including copy machines or multi-line phone system
- Use computer for word processing