POSITION NUMBER: NH00049

**JOB TITLE:** Specialist II  
College Work Study Position

**DEPARTMENT:** College Relations

**PAY:** 9.95 per/hr.

**CAMPUS:** LSC-North Harris

**HOURS:** 20 per/wk.

**POSITION SUMMARY**

Provide support to Public Relations & Community Outreach Department. Under general supervision, this position will handle the switchboard during the morning/evening hours of operation (department hours, 7:30AM-5:00PM). 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 and inventory closets. Will assist with on-site and off-site events/festival. 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. Maintain inventory
13. Set up learning environment (such as labs, classrooms, etc.)
14. Check out equipment
15. Event preparation and support
16. Prepare reports
17. Collect and record data
18. Maintain knowledge of multiple programs
19. Interpret regulations and policies
20. Maintain and/or process records
21. On-site/ off-site event prep

**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
- Ability to sort, merge, and complete mass mailings
- Proficiency with one or more office software (Word, Excel, PowerPoint, Access)
- Ability to multi-task

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