POSITION NUMBER: UP00011

<table>
<thead>
<tr>
<th>JOB TITLE:</th>
<th>Student Worker III, Student Services Specialist</th>
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<tbody>
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<td>DEPARTMENT:</td>
<td>Counseling Services</td>
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<tr>
<td>CAMPUS:</td>
<td>LSC-University Park</td>
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<td>PAY:</td>
<td>$10.40 per/hr.</td>
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<td>HOURS:</td>
<td>19.5 per/wk.</td>
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POSITION SUMMARY

This position provides support the Counseling Services Department. Will perform clerical duties that include answering phones, scheduling appointments, making copies, and flyers. Required to enter data and to assist clients/students with Career Software Assessments. Will screen questions to direct traffic. May interact with a high volume of customers.

PRIMARY RESPONSIBILITIES

1. Provide informational support; assisting student s and community members with needs through monitoring counselor phone calls responding to questions and scheduling appointments for counselors, general information and guidance and redirecting to other departments.
2. Assist Counselor with set up of various activities such s student seminars or student information fair, activity and booth set up for campus events.
3. Operate a variety of office equipment including computers, printers, copiers, facsimile, scanner, and calculator.
4. Input data related to the PASS program and assist in removing holds for students who are not on probation status.
5. Assist with various campus activities including College Knowledge and Power Trip, College Night, Student Awards Ceremony, Winter Wonderland, Activities mart and Student Success Seminars.
6. Maintain database; ongoing data entry of student data.
7. Create excel spreadsheet and develop monthly reports for counselors.
8. Schedule ongoing media support request and room assignment requests.
9. Design and create flyers posters and emails to market counseling programs and events.
10. Word processing; performs, sorts, merges, edit, and distribute counseling information.
11. Develop and maintain folders and checklist for counseling processes.

REQUIRED QUALIFICATIONS

- High School Diploma or Equivalent
- Some College
- 3 years of related work experience

PREFERRED QUALIFICATIONS

- Community College/Higher Education experience

KNOWLEDGE SKILLS AND ABILITES

- Confidentiality and student rights
- Documentation responsibilities
- Office management procedures
- Microsoft Office software
- Customer service
• Communication skills (oral/written)
• Managing multiple tasks
• Developing excel spreadsheets and create reports
• Data Entry into Access database and pull report queries
• Create labels
• Monitor multiple phone lines
• Meet deadlines
• Organize and prioritize work schedule
• Take initiative and be assertive
• Take direction for Counselors

USE OF EQUIPMENT AND MACHINERY

• Use small office equipment including copy machines or multi-line phone system