POSITION NUMBER: UP00015

| JOB TITLE: | Student Worker I, Administrative Specialist | College Work Study Position |
| DEPARTMENT: | Student Learning Resource Center/Tutoring | PAY: 7.54 per/hr. |
| CAMPUS: | LSC-University Park | HOURS: 15 - 19 per/wk. |

POSITION SUMMARY

This position will provide support to the Student Learning Resource Center/Tutoring Department. Will be responsible for greeting and directing students to the appropriate area of the SLRC for service, such as tutoring, library, reference desk, circulation desk, etc., helping students with technical issues in the tutor and writing centers, assist with the collection of statistical data, and will assist at the reception desk in the various areas of the SLRC and help students sign in at the AccuTrak. 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. Provide general information related to the department
6. Record maintenance, preparation and review of forms, data entry
7. Provide handouts and/or forms to customers
8. Set up learning environment (such as labs, classrooms, etc.)
9. Check out equipment
10. Event preparation and support
11. Maintain knowledge of multiple programs
12. Provide limited technology support to end users
13. Guided tours

REQUIRED QUALIFICATIONS

- High School Diploma or Equivalent
- 0-1 Year experience

KNOWLEDGE SKILLS AND ABILITIES

- Customer service
- Interpersonal skills
- Organizational 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