POSITION NUMBER: VC-0003

JOB TITLE: Student Worker II, Administrative Specialist
DEPARTMENT: CE
CAMPUS: LSC-Victory Center

College Work Study Position
PAY: 8.74 per/hr.
HOURS: 12-19.5 hours per/wk.

POSITION SUMMARY

May interact one-on-one with students. May interact with a high volume of customers. Will work with and assist diverse groups. This position entails answering phones, making copies, faxing documents, managing student folders, assisting with campus events, preparing information and orientation packets, and ensuring that CE schedules are disseminated throughout the campus. This position supports the front-line advising duties for CE, via face-to-face/phone/email.

PRIMARY RESPONSIBILITIES

1. Filing
2. Copying
3. Faxing
4. Answering phones, taking messages, redirecting calls
5. Scanning and/or shredding
6. Provide general information related to the department
7. Mail department information
8. Send standardized department emails
9. Provide handouts and/or forms to customers
10. Event preparation and support
11. Maintain knowledge of multiple programs
12. Guided tours
13. Interpret regulations and policies
14. Maintain and/or process records

REQUIRED QUALIFICATIONS

- High School Diploma or Equivalent
- 2 years of related work 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
- Use small office equipment including copy machines or multi-line phone system
- Use computer for word processing