POSITION NUMBER: MC00030

JOB TITLE: Student Worker III, Administrative Specialist III

DEPARTMENT: Student Services – International Students

PAY: 10.40 per/hr.

CAMPUS: LSC-Montgomery

HOURS: 19.5 per/wk.

POSITION SUMMARY

This position will support the Student Services – International Students Department. Duties to include: providing general information, handling complaints, and answering questions via department email; provide accurate documentation and processes for students to follow for admissions, enrollment, procedures, and forms; handles and releases confidential and legal documents; actively engage in training sessions, provide tours of the campus, and assist in International Student Office events around the campus; knowledge of PeopleSoft (Campus Solution/IStar) and ability to navigate LSC website. 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. Check out equipment
14. Event preparation and support
15. Prepare reports
16. Collect and record data
17. Maintain knowledge of multiple programs
18. Provide limited technology support to end users
19. Tutor, ability to take lecture notes, act as scribe, and proof read
20. Maintain existing library by cataloguing new scores by focal forces, alpha, and title
21. Guided tours
22. Interpret regulations and policies
23. 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
- 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)

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