POSITION NUMBER: CF00058

**JOB TITLE:** CWS - Student Assistant II

**DEPARTMENT:** Advising/Transfer Center

**CAMPUS:** LSC-CyFair

**PAY:** $9.95 per hr.

**HOURS:** up to 19 hrs. per/wk.

**POSITION SUMMARY**

This position will assist the Advising and Transfer Center. Duties to include: assist students with sign-in process; answer phones, take messages, redirect calls; appointment scheduling; organize and update transfer materials; assist with set-up and breakdown of program events; maintain front office, greet, and assist visiting university representatives; assist with directing cohort students to transfer advising offices; general word processing and office duties; data/survey collection; maintain and process records; have knowledge regarding multiple programs; provide limited technology support to end users; and interpret regulations and policies. 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. Scanning and/or shredding
6. Provide general information related to the department
7. Record maintenance, preparation and review of forms, data entry
8. Send standardized department emails
9. Provide handouts and/or forms to customers
10. Check out equipment
11. Event preparation and support
12. Collect and record data
13. Maintain knowledge of multiple programs
14. Provide limited technology support to end users
15. Interpret regulations and policies
16. Maintain and/or process records

**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
• 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