



LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

Financial Aid

POSITION NUMBER: CYC00002	
JOB TITLE: Student Worker III, Student Services Specialist III	College Work Study Position
DEPARTMENT: Student Services	PAY: 10.40 per/hr.
CAMPUS: LSC-Cypress Center	HOURS: 19.5 per/wk.

POSITION SUMMARY

This position will support the Student Services Department. This position will communicate with current, new, and potential students, process various registration and records-related forms, perform limited advising tasks related to registration and student records, process and enter data for student applications, college credit, and CE registration, transcript evaluation, enrollment verification, and prior learning assessments. Assists with filing and record management and assists with training new staff. 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. Event preparation and support
13. Collect and record data
14. Maintain knowledge of multiple programs
15. Provide limited technology support to end users
16. Guided tours
17. 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