



LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

Financial Aid

POSITION NUMBER: CYC00004	
JOB TITLE: Student Worker II, Financial Aid Specialist II	College Work Study Position
DEPARTMENT: Financial Aid	PAY: 8.74 per/hr.
CAMPUS: LSC-Cypress Center	HOURS: 16 – 19.5 per/wk.

POSITION SUMMARY

This position will provide support to the Financial Aid Department by providing general financial aid information to students and guests via in-person or phone, assisting students with the financial aid and verification processes, collecting confidential information, and assisting with financial aid workshops and events. 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. Provide handouts and/or forms to customers
9. Event preparation and support
10. Collect and record data
11. Maintain knowledge of multiple programs
12. Interpret regulations and policies
13. Maintain and/or process records

REQUIRED QUALIFICATIONS

- High School Diploma or Equivalent
- 1 year 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

- Use small office equipment including copy machines or multi-line phone system
- Use computer for word processing