



## LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

### Financial Aid

<b>POSITION NUMBER:</b> CYC00006	
<b>JOB TITLE:</b> Student Worker II, Veterans Specialist II	College Work Study Position
<b>DEPARTMENT:</b> Student Services	<b>PAY:</b> PAY: 8.74 per/hr.
<b>CAMPUS:</b> LSC-Cypress Center	<b>HOURS:</b> up to 19.5 per/wk.

### POSITION SUMMARY

This position will provide support to the Student Services department by assisting with VA students. Duties to include: providing VA students with general information on completing and submitting paperwork to the VA for school benefits; act as a liaison to Cy-Fair's Barker Cypress VA Resource Center; and assist staff at VA functions. 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. Provide handouts and/or forms to customers
8. Collect and record data
9. Maintain knowledge of multiple programs
10. 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
- Communication skills (written and/or oral)
- 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
- Use small office equipment including copy machines or multi-line phone system
- Use computer for word processing

