



LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

Financial Aid

POSITION NUMBER: CYC00014	
JOB TITLE: Student Worker II,	College Work Study Position
DEPARTMENT: Learning Commons	PAY: 8.74 per/hr.
CAMPUS: LSC-CyFair	HOURS: 19.5 per/wk.

POSITION SUMMARY

Assists in providing excellent customer service. Typical duties: typing, light clerical work, giving information for printing & computer login receiving telephone calls, creating student badges, & operating office equipment. Student worker may be exposed to confidential information. Performs related tasks as assigned. Student Learning Outcomes. As a result of developmental opportunities, training & work experience, student employees will be able to: Communicate with customers, employees, & other individuals to answer questions, disseminate or explain information, & address complaints; Compile, copy, and sort records of office activities, business transactions, & other activities; Record office activities, business transactions, & other activities; Operate office machines, such as photocopiers & scanners, facsimile machines, voice mail systems, & personal computers; Develops cognitive & interpersonal skills that are measurable and transferable. 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. Mail department information
9. Provide handouts and/or forms to customers
10. Maintain inventory
11. Check out equipment
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
- 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