



## LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

### Financial Aid

<b>POSITION NUMBER:</b> CYFB 00003	
<b>JOB TITLE:</b> Student Worker II, Student Services Specialist II	College Work Study Position
<b>DEPARTMENT:</b> Student Services	<b>PAY:</b> 8.74 per/hr.
<b>CAMPUS:</b> LSC-Fairbanks Center	<b>HOURS:</b> 10 - 19 per/wk.

### POSITION SUMMARY

This position is responsible for general office duties such as answering phones, filing, organizing, greeting and assisting students and visitors, helping to check-in students and visitors, and assisting students to navigate their myLoneStar accounts (i.e. search for classes, residency oath, application, etc.). This position will also assist with student services events, such as registration rallies, campus tours, and calling campaigns. 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. Set up learning environment (such as labs, classrooms, etc.)
10. Event preparation and support
11. Collect and record data
12. Maintain knowledge of multiple programs
13. Provide limited technology support to end users
14. Guided tours

### REQUIRED QUALIFICATIONS

- High School Diploma or Equivalent
- 0-1 Year experience

### KNOWLEDGE SKILLS AND ABILITIES

- Customer service
- Interpersonal skills
- Organizational 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.
- Use small office equipment including copy machines or multi-line phone system
- Use computer for word processing