



LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

Financial Aid

POSITION NUMBER: EA0001	
JOB TITLE: Student Worker I, Student Service Specialist	College Work Study Position
DEPARTMENT: Admissions	PAY: 7.54 per/hr.
CAMPUS: East Aldine	HOURS: 19.5 per/wk.

POSITION SUMMARY

This position will provide support to the Admissions staff and students. Primary duties for this position will include maintaining the front desk areas, answering phones, providing excellent customer service to students, answering general questions, and signing students in to speak with an Academic Advisor or Financial Aid Specialist. Will work with and assist diverse groups. May interact one-on-one with students, May interact with a high volume of customers.

PRIMARY RESPONSIBILITIES

1. Filing
2. Copying
3. Answering phones, taking messages, redirecting calls
4. Record maintenance, preparation and review of forms, data entry
5. Event preparation and support

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)
- Ability to multi-task

USE OF EQUIPMENT AND MACHINERY

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