



## LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

### Financial Aid

<b>POSITION NUMBER:</b> EA0009	
<b>JOB TITLE:</b> Financial Aid Specialist II	College Work Study Position
<b>DEPARTMENT:</b> Financial Aid	<b>PAY:</b> 8.74 per/hr.
<b>CAMPUS:</b> East Aldine	<b>HOURS:</b> 19.5 per/wk.

### POSITION SUMMARY

This position will support the financial aid department. Duties to include: become familiar with the financial aid rules and regulations. Provide customer service to students and parents, communicate and consult with financial aid advising on any questions. Assist students with multiple online processes, organize and maintain the filing and scanning system; attend on and off campus school related event. 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. Send standardized department emails
9. Provide handouts and/or forms to customers
10. Maintain inventory
11. Check out equipment
12. Event preparation and support
13. Prepare reports
14. Collect and record data
15. Interpret regulations and policies
16. Maintain and/or process records

### REQUIRED QUALIFICATIONS

- High School Diploma or Equivalent
- 2 years 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
- 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