



LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

Financial Aid

POSITION NUMBER: GP00002	
JOB TITLE: Student Worker I, Student Services Specialist	College Work Study Position
DEPARTMENT: Admissions	PAY: 7.54 per/hr.
CAMPUS: LSC-Greenspoint Center	HOURS: 19.5 per/wk.

POSITION SUMMARY

Provide support to the Admissions staff and students. Primary duties for this position will include maintaining the front desk area, answering the phones, providing excellent customer service to students, answering general questions, and signing student in to speak with an Academic Advisor or a 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. Maintain knowledge of multiple programs

REQUIRED QUALIFICATIONS

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

KNOWLEDGE SKILLS AND ABILITIES

- Customer service skills
- Interpersonal skills
- Organizational skills
- Proficiency with one or more office software (Word, Excel, PowerPoint, Access)
- Communication skills (written and/or oral)
- Ability to multi-task
- Working knowledge of general office procedures and practices
- Ability to sort, merge, and complete mass mailings

USE OF EQUIPMENT AND MACHINERY

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