



## LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

### Financial Aid

<b>POSITION NUMBER:</b> GP0003R	
<b>JOB TITLE:</b> Student Worker II, Financial Aid Specialist	College Work Study Position
<b>DEPARTMENT:</b> Financial Aid	<b>PAY:</b> 8.74 per/hr.
<b>CAMPUS:</b> LSC-Greenspoint Center	<b>HOURS:</b> 19.5 per/wk.

### POSITION SUMMARY

This position will provide support to the Financial Aid Department. Duties include customer service to students and parents, helping with the on-line process, answering phones and emails, filing, scanning documents into the system, keeping shelves fully stocked with updated material, attend trainings on and off campus, and communicate with full-time staff about student concerns and questions. Required to provide high level information. 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. Send standardized department emails
9. Provide handouts and/or forms to customers
10. Maintain inventory
11. Set up learning environment (such as labs, classrooms, etc.)
12. Event preparation and support
13. Collect and record data
14. Maintain knowledge of multiple programs
15. Provide limited technology support to end users
16. Interpret regulations and policies

### 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
- 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