



## LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

### Financial Aid

<b>POSITION NUMBER: GP00009</b>	
<b>JOB TITLE: Student Worker II, Student Services Specialist II</b>	College Work Study Position
<b>DEPARTMENT: Student Services</b>	<b>PAY: 8.74 per/hr.</b>
<b>CAMPUS: LSC-Greenspoint Center</b>	<b>HOURS: 19.5 per/wk.</b>

### POSITION SUMMARY

This position will provide support to the Student Services Department at the Greenspoint Center. Duties to include: answering phones; maintaining the front desk; answering general questions; signing students in to speak with the admissions and/or financial aid advisors; providing campus tours; assisting with Online processes; and providing excellent customer service to all customers. Will be cross-trained to help assist the Learning Center and will be assisting with on campus events. 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. Record maintenance, preparation and review of forms, data entry
9. Provide handouts and/or forms to customers
10. Set up learning environment (such as labs, classrooms, etc.)
11. Event preparation and support
12. Collect and record data
13. Maintain knowledge of multiple programs
14. Interpret regulations and policies
15. Maintain and/or process records

### REQUIRED QUALIFICATIONS

- High School Diploma or Equivalent
- 1 year 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

- 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.
- Standing for two or more hours
- Use small office equipment including copy machines or multi-line phone system
- Use computer for word processing
- Use or repair small/light equipment such as power tools