



**LONE STAR COLLEGE SYSTEM  
COLLEGE WORK STUDY JOB DESCRIPTION**

**Financial Aid**

<b>POSITION NUMBER:</b> GP00014	
<b>JOB TITLE:</b> Student Worker II,	<b>CWS-Administrative Specialist</b>
<b>DEPARTMENT:</b> Continuing Education-Adult Education and Literacy	<b>PAY:</b> 8.74 per/hr.
<b>CAMPUS:</b> LSC-Greenspoint Center	<b>HOURS:</b> per/wk.

**POSITION SUMMARY**

This position will assist with high volume phone calls and maintain front desk, lobby, and conference rooms. Must be able to provide superior customer service with a positive, friendly, and professional attitude. Must exhibit active listening skills in order to identify student's needs and concerns. Duties will include answering and directing phone calls, greeting students and visitors, checking and responding to AEL emails and voicemails in a timely manner. Will also assist with administrative duties such as data management and filing paperwork. 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. Provide handouts and/or forms to customers
9. Event preparation and support
10. Collect and record data
11. Maintain knowledge of multiple programs
12. Interpret regulations and policies
13. Maintain and/or process records

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