



## LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

### Financial Aid

<b>POSITION NUMBER:</b> KW00014	
<b>JOB TITLE:</b> Student Worker I, Learning Center Specialist	College Work Study Position
<b>DEPARTMENT:</b> Learning Center	<b>PAY:</b> 7.54 per/hr.
<b>CAMPUS:</b> LSC-Kingwood	<b>HOURS:</b> up to 19.5 per/wk.

### POSITION SUMMARY

This position supports the Learning Center. Will be familiar with Microsoft Office, Movie Maker, Photo Story 3, and D2L and stay updated on these programs. Be present, visible and available to students needing technical assistance via phone or face to face and be able to research for solutions to unfamiliar questions asked. Attend all appropriate Learning Center training sessions and meetings. Create OTS tickets in ISTAR. May interact one-on-one with students. Will work with and assist diverse groups.

### PRIMARY RESPONSIBILITIES

1. Answering phones, taking messages, redirecting calls
2. Scanning and/or shredding
3. Provide general information related to the department
4. Record maintenance, preparation and review of forms, data entry
5. Collect and record data
6. Maintain knowledge of multiple programs
7. Provide limited technology support to end users

### 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

