



LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

Financial Aid

POSITION NUMBER: MC00001	
JOB TITLE: Student Worker III, Call Center Specialist	College Work Study Position
DEPARTMENT: Call Center	PAY: 10.40 per/hr.
CAMPUS: LSC-Montgomery	HOURS: 19 per/wk.

POSITION SUMMARY

Under general supervision this position is responsible for significant functions in the student and campus support Call Center. The ideal candidate has in-depth knowledge of functions and processes throughout the scope of the specialty area. This position acts as a first level (Tier I) expert, provides advice and information to others, and ensures that all district policies/practices surrounding function are implemented/carried out correctly by others.

PRIMARY RESPONSIBILITIES

1. Provides general LSC-Montgomery information, handles complaints, and answers caller questions via phone.
2. Functions as first response access point for all students providing information, direction and step-by-step instructions to students on self-service modules including enrolment, registration, admission, applications, student records access, and account status and related materials.
3. Resolves level 1 calls and level 1 escalations for student records support, refers level 2 adjustments and corrections to Call Center Manager or appropriate Student Success or Business Office personnel for proper resolution.
4. Achieves high level of first call resolution.
5. Responsible for accurate documentation and assignment for issues that must be routed back to various departments or functional teams for resolution.
6. Possesses excellent knowledge of PeopleSoft Campus Solutions (iStar) student records and self-service modules to deliver support and resolve student issues.
7. Responds actively and sensitively to customer issues and inquiries.
8. Actively participates in training sessions
9. Responsible for other reasonable, related duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma or Equivalent
- 1 year of related work experience

PREFERRED QUALIFICATIONS

- Some college hours
- Experience working in PeopleSoft (iStar) student records
- Experience and knowledge of Microsoft Office (Word, Excel, PowerPoint, Outlook)

KNOWLEDGE SKILLS AND ABILITIES

- Customer service skills
- Interpersonal skills
- Organizational 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)
- Ability to multi-task

USE OF EQUIPMENT AND MACHINERY

- Use small office equipment including copy machines or multi-line phone system