



LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

Financial Aid

POSITION NUMBER: MC00015R	
JOB TITLE: Student Worker II, Learning Center Specialist	College Work Study Position
DEPARTMENT: Learning Center	PAY; 8.74 per/hr.
CAMPUS: LSC-Montgomery	HOURS: 10 to 19.5 hours per/wk.

POSITION SUMMARY

May interact one-on-one with students. May interact with a high volume of customers. Will work with and assist diverse groups. Will provide information regarding campus and programs, deadlines, dates, schedules and events, admissions, test scores, transcripts, and class availability. Manage incoming calls using multi-line, computerized Call Manager phone system. Provide professional and prompt service to connect callers with destination phone users, enter call log information into spreadsheets and maintains current directory listings.

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. Mail department information
10. Send standardized department emails
11. Provide handouts and/or forms to customers
12. Maintain inventory
13. Set up learning environment (such as labs, classrooms, etc.)
14. Check out equipment
15. Event preparation and support
16. Prepare reports
17. Collect and record data
18. Maintain knowledge of multiple programs
19. Provide limited technology support to end users
20. Tutor, ability to take lecture notes, act as scribe, and proof read
21. Maintain existing library by cataloguing new scores by focal forces, alpha, and title
22. Guided tours
23. Interpret regulations and policies
24. 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