



LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

Financial Aid

POSITION NUMBER: MC000028	
JOB TITLE: Student Worker II, Administrative Specialist II	College Work Study Position
DEPARTMENT: Student Services – International Students	PAY: 8.74 per/hr.
CAMPUS: LSC-Montgomery	HOURS: 19.5 per/wk.

POSITION SUMMARY

This position will support Student Services working with International Students. Duties to include: providing general information, handling complaints, and answering questions via department e-mail; give step-by-step instructions to students for admissions, enrollment, procedures and forms; working with I-20's, Visas, Passports, financial documents, and class schedules; engage in training sessions; and assist in International Student Office events around the campus. 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. Mail department information
10. Send standardized department emails
11. Provide handouts and/or forms to customers
12. Maintain inventory
13. Check out equipment
14. Event preparation and support
15. Prepare reports
16. Collect and record data
17. Maintain knowledge of multiple programs
18. Provide limited technology support to end users
19. Interpret regulations and policies
20. 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.
- Use small office equipment including copy machines or multi-line phone system
- Use computer for word processing