



LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

Financial Aid

POSITION NUMBER: MC00062	
JOB TITLE: CWS-Specialist II	Mailroom
DEPARTMENT: Facility Services	PAY: \$9.95 per hr.
CAMPUS: LSC-Montgomery	HOURS: 16 per/wk.

POSITION SUMMARY

This position is the first line of contact for delivery carriers, campus personnel, and all phone calls. Responsible for receiving and entering all incoming packages on an Excel spreadsheet. Sign for mail and packages and issued to department personnel at pick up. Will use radio to dispatch service calls. Will maintain inventory and supplies by tracking copy/printer/special paper. 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. Prepare reports
15. Collect and record data
16. Maintain knowledge of multiple programs
17. Interpret regulations and policies
18. Maintain and/or process records
19. Converse with other student workers passing on information as needed
20. Insuring all details are understood when taking phone messages which need to be relayed to department personnel
21. Handling multiple "costumers" when they come to pick up deliveries
22. Keep accurate spreadsheets of information, getting signatures, and making sure packages go to the right department.
23. Keep track of department equipment when checked out by others
24. Cover all department phones when other office staff are out
25. Relay information concerning mailing packages and envelopes
26. Reporting inventory to insure reordering is not delayed

REQUIRED QUALIFICATIONS

- High School Diploma or Equivalent
- 2 years 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)
- Ability to multi-task

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