



LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

Financial Aid

POSITION NUMBER: NH00003	
JOB TITLE: Student Worker I, Call Center Specialist	College Work Study Position
DEPARTMENT: Public Relations & Community Outreach	PAY: 7.54 per/hr.
CAMPUS: LSC-North Harris	HOURS: Up to 19.5 per/wk.

POSITION SUMMARY

Provide support to Public Relations & Community Outreach Department. Under general supervision, this position will handle the switchboard during the evening hours of operation (department hours, 7:30AM-7PM). Responsibilities will include answering incoming calls as they come in to the switchboard, the Information Center, or the mini call-center (as needed). May also make copies, type "Thank You" scholarship letters, empty recycle bins, stock and hang promotional items around campus. Will work with diverse groups. May interact one-on-one with students. May interact with a high volume of customers.

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. Mail department information

REQUIRED QUALIFICATIONS

- High School Diploma or Equivalent
- 0-1 year of related experience

KNOWLEDGE SKILLS AND ABILITIES

- Customer service skills
- Interpersonal skills
- Communication skills (written and/or oral)
- Working knowledge of general office procedures and practices

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