



LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

Financial Aid

POSITION NUMBER NH00012	
JOB TITLE: Student Worker II, Administrative Specialist II	College Work Study Position
DEPARTMENT: Learning Center	PAY: 8.74 per hour
CAMPUS: LSC-North Harris	HOURS: up to 18 hours per week

POSITION SUMMARY

May interact one-on-one with students. May interact with a high volume of customers. Will work with and assist diverse groups. Duties to include assisting all customers with various questions pertaining to Microsoft Office and other computer related issues; assisting students with directions, finding classes, and navigating MyLoneStar; and assisting with various community workshops and community events taking place in the Learning Center.

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. Maintain knowledge of multiple programs
18. Provide limited technology support to end users
19. Guided tours
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.
- Standing for two or more hours
- Use small office equipment including copy machines or multi-line phone system
- Use computer for word processing