



## LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

### Financial Aid

<b>POSITION NUMBER:</b> NH00017	
<b>JOB TITLE:</b> Student Worker II, Financial Aid Specialist	College Work Study Position
<b>DEPARTMENT:</b> Financial Aid	<b>PAY:</b> 8.74 per/hr.
<b>CAMPUS:</b> LSC-North Harris	<b>HOURS:</b> up to 19.5 per/wk.

### POSITION SUMMARY

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. Duties to include providing customer service to students and parents, organize and maintain filing and scanning system, assist students with multiple online processes, be familiar with FA rules and regulations, and ability to communicate with FA advisors on any questions.

### PRIMARY RESPONSIBILITIES

1. Filing
2. Copying
3. Faxing
4. Scanning and/or shredding
5. Provide general information related to the department
6. Provide handouts and/or forms to customers
7. Event preparation and support
8. Collect and record data
9. Maintain knowledge of multiple programs
10. Interpret regulations and policies

### 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
- 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

