



LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

Financial Aid

POSITION NUMBER: NH00027	
JOB TITLE: Student Worker I, Financial Aid Specialist I	College Work Study Position
DEPARTMENT: Financial Aid	PAY: 7.54 per/hr.
CAMPUS: LSC-North Harris	HOURS: 19.5 per/wk.

POSITION SUMMARY

This position will support the Financial Aid Department by providing customer service to students and parents; assisting students with multiple online processes; communicating and consulting with the financial aid advisors; organizing and maintaining the filing and scanning system; attending on and off campus school related events; and remaining updated on financial aid rules and regulations. May interact one-on-one with students. 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. Provide handouts and/or forms to customers
9. Event preparation and support
10. Maintain knowledge of multiple programs
11. Interpret regulations and policies

REQUIRED QUALIFICATIONS

- High School Diploma or Equivalent
- 0-1 Year 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