



## LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

### Financial Aid

<b>POSITION NUMBER: NH00028</b>	
<b>JOB TITLE: Student Worker II, Administrative Specialist II</b>	College Work Study Position
<b>DEPARTMENT: Cosmetology</b>	<b>PAY: 8.74 per/hr.</b>
<b>CAMPUS: LSC-North Harris</b>	<b>HOURS: 19.5 per/wk.</b>

### POSITION SUMMARY

This position will provide support to the Cosmetology Department by providing friendly and professional customer service via email, phone, and face to face contact with the student body and general public regarding inquiries for salon and spa services and appointments, program requirements, and general questions about the Cosmetology and Massage Therapy Programs. Duties to include assisting with special events such as the monthly Open Houses and daily on-site tours of the facility, booking appointments, selling salon retail products, handling monetary transactions, and updating the client records in POS system. 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. Copying
2. Faxing
3. Answering phones, taking messages, redirecting calls
4. Pick up and deliver mail
5. Scanning and/or shredding
6. Mail department information
7. Send standardized department emails
8. Provide handouts and/or forms to customers
9. Maintain inventory
10. Set up learning environment (such as labs, classrooms, etc.)
11. Event preparation and support
12. Collect and record data
13. Maintain knowledge of multiple programs
14. Guided tours
15. Interpret regulations and policies
16. Maintain and/or process records

### 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)

#### **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
- Use or repair small/light equipment such as power tools