POSITION NUMBER: NH00032R

JOB TITLE: Student Worker II, Administrative Specialist II

DEPARTMENT: Financial Aid

CAMPUS: LSC-North Harris

PAY: 9.95 per hr

HOURS: 19.5 per/wk.

POSITION SUMMARY

This position will support the financial aid department. Duties to include: become familiar with the financial aid rules and regulations; provide customer service to students and parents; communicate and consult with financial aid advisors on any questions; assist students with multiple online processes; organize and maintain the filing and scanning system; attend on and off campus school related events. 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.

PRIMARY RESPONSIBILITIES

1. Filing
2. Copying
3. Faxing
4. Pick up and deliver mail
5. Scanning and/or shredding
6. Provide general information related to the department
7. Provide handouts and/or forms to customers
8. Event preparation and support
9. Collect and record data
10. Maintain knowledge of multiple programs
11. 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