



LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

Financial Aid

POSITION NUMBER: NH00045	
JOB TITLE: Student Worker II,	College Work Study Position
DEPARTMENT: Admissions-ESOL	PAY: 8.74 per/hr.
CAMPUS: LSC-North Harris	HOURS: 19.5 per/wk.

POSITION SUMMARY

Provide assistant and support to ESOL and International advisor. Assistant is primarily responsible for providing bilingual English/Spanish customer service which includes answering phone and email in English/Spanish. Informs students about ESOL program and procedure to apply, test, and register. Provides information and forms to potential international F-1 students. Assist all international students who experience language barriers. Assists both ESOL and International advisors with specific electronic tasks and filing, filing. 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. 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. Event preparation and support
14. Prepare reports
15. Collect and record data
16. Maintain knowledge of multiple programs
17. Provide limited technology support to end users
18. Guided tours
19. Maintain and/or process records

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
- Ability to sort, merge, and complete mass mailings
- Proficiency with one or more office software (Word, Excel, PowerPoint, Access)
- Ability to multi-task

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