



## LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

### Financial Aid

<b>POSITION NUMBER:</b> NH00046	
<b>JOB TITLE:</b> Student Worker II,	College Work Study Position
<b>DEPARTMENT:</b> Business Office	<b>PAY:</b> 8.74 per/hr.
<b>CAMPUS:</b> LSC-North Harris	<b>HOURS:</b> 19.5 per/wk.

### POSITION SUMMARY

This position will provide support to the Business Office. Responsible for front counter duties that include cashier, apply payments to student accounts and to correct general ledger accounts, and assist with payment plans, notify student of returned mail by phone or email, assist staff with reconciliation of account receivable, deposit tuition refunds, balance cash and deposits, assist with dual credit waiver entries, apply/release service indicator on student's accounts, and verify Metro applications. Will respond to various online requests such as transcripts, parking permits, and financial agreements. 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. Scanning and/or shredding
6. Provide general information related to the department
7. Record maintenance, preparation and review of forms, data entry
8. Mail department information
9. Send standardized department emails
10. Provide handouts and/or forms to customers
11. Event preparation and support
12. Prepare reports
13. Collect and record data
14. Maintain knowledge of multiple programs
15. Provide limited technology support to end users
16. Tutor, ability to take lecture notes, act as scribe, and proof read
17. Maintain existing library by cataloguing new scores by focal forces, alpha, and title
18. Guided tours
19. Interpret regulations and policies
20. Maintain and/or process records

### 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)
- Ability to multi-task

## **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