



## LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

### Financial Aid

<b>POSITION NUMBER:</b> SO00013	
<b>JOB TITLE:</b> Student Worker II, Administrative Specialist II	College Work Study Position
<b>DEPARTMENT:</b> Veteran Affairs Center – System Office	<b>PAY:</b> 8.74 per/hr.
<b>CAMPUS:</b> LSC-University Park	<b>HOURS:</b> minimum 15 per/wk.

### POSITION SUMMARY

This position will support the Veterans Affairs Center by performing general office duties including: answering multi-line phones, taking messages, and returning missed calls; filing, scanning, copying, and faxing documents; assisting students face-to-face and on the phone with complex issues; assisting with event preparation; providing general information to customers; maintaining and processing records; maintaining knowledge of several programs and the ability to interpret regulations and policies. In addition, this position supports the department by providing excellent oral and written communication, interpersonal and organizational skills, analytical and problem-solving skills, ability to multi-task, and excellent customer service skills. 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. 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
12. 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)

## **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