



## LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

### Financial Aid

<b>POSITION NUMBER: TC00025</b>	
<b>JOB TITLE: Student Worker II, Administrative Specialist II</b>	College Work Study Position
<b>DEPARTMENT: Continuing Ed</b>	<b>PAY: 8.74 per/hr.</b>
<b>CAMPUS: LSC-Tomball</b>	<b>HOURS: 19.5 per/wk.</b>

### POSITION SUMMARY

This position will support the Continuing Education Department by assisting with departmental assignments and with miscellaneous events. Duties to include: providing excellent customer service to all customers; advising students on proper course selection including recommended course sequence, course prerequisites, co-requisites, course load, and certifications available; answer questions regarding books, supplies, testing immunizations, etc.; preparing instructor packets; processing confidential information; answering phones and general office duties. 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. Set up learning environment (such as labs, classrooms, etc.)
14. Check out equipment
15. Event preparation and support
16. Prepare reports
17. Collect and record data
18. Maintain knowledge of multiple programs
19. Provide limited technology support to end users
20. Interpret regulations and policies
21. 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.
- Standing for two or more hours
- Use small office equipment including copy machines or multi-line phone system
- Use computer for word processing