POSITION NUMBER: TC00004

JOB TITLE: Student Worker II, Administrative Specialist

DEPARTMENT: Advising and Counseling

CAMPUS: LSC-Tomball

PAY: 9.95 per/ hr.

HOURS: up to 19.5 hours per/wk.

POSITION SUMMARY

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. General clerical duties will include excellent customer service, public speaking, filing, printing, copying, scanning, data entry, answering phones and scheduling appointments, receiving and distributing mail, processing confidential information, and explaining processes for FTIC, academic probation and suspension.

PRIMARY RESPONSIBILITES

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. Set up learning environment (such as labs, classrooms, etc.)
13. Event preparation and support
14. Collect and record data
15. Maintain knowledge of multiple programs
16. Provide limited technology support to end users
17. Interpret regulations and policies
18. 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
• Ability to sort, merge, and complete mass mailings
• Proficiency with one or more office software (Word, Excel, PowerPoint, Access)

USE OF EQUIPMENT AND MACHINERY

• Use small office equipment including copy machines or multi-line phone system
• Use computer for word processing