



LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

Financial Aid

POSITION NUMBER: UP00023	
JOB TITLE: Student Worker II, Administrative Specialist II	College Work Study Position
DEPARTMENT: ELC – Homework Hotspot	PAY: 8.74 per/hr.
CAMPUS: LSC-University Park	HOURS: 15 - 19 per/wk.

POSITION SUMMARY

The position will support the Extended Learning Center's Homework Hotspot. Duties to include: helping students with technical issues involving printing, logging into D2L, and MyLonestar; greeting and directing students to the appropriate area of signing in, student groups, or individual tutoring; assist the coordinator with the collection of statistical data; assist at Hotspot reception area to help students sign into AccuTrack, a computerized data system; assist college as well as students in local high schools, middle schools, and elementary schools with tutoring in academic subjects, with homework assignments, and in the development of student skills necessary for post-secondary education; and assist with general clerical 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. Scanning and/or shredding
6. Provide general information related to the department
7. Record maintenance, preparation and review of forms, data entry
8. Send standardized department emails
9. Provide handouts and/or forms to customers
10. Set up learning environment (such as labs, classrooms, etc.)
11. Check out equipment
12. Event preparation and support
13. Prepare reports
14. Collect and record data
15. Maintain knowledge of multiple programs
16. Provide limited technology support to end users
17. Tutor, ability to take lecture notes, act as scribe, and proof read
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)

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