



LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

Financial Aid

POSITION NUMBER: UP00027	
JOB TITLE: Student Worker II, Financial Aid Specialist II	College Work Study Position
DEPARTMENT: Financial Aid	PAY: 8.74 per/hr.
CAMPUS: LSC-University Park	HOURS: up to 25 hours per/wk.

POSITION SUMMARY

This position will support the Financial Aid Department and will be the first point of contact for students in the Financial Aid area. This position will provide information to students about financial aid; timelines involved; the regulations, policies, and procedures as outlined by the U. S. Department of Education and Lone Star College. Excellent customer service and communication skills are required. May interact one-on-one with students. May interact with a high volume of customers. Will work with and assist diverse groups. Required to provide high level information.

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. Mail department information
8. Provide handouts and/or forms to customers
9. Maintain inventory
10. Set up learning environment (such as labs, classrooms, etc.)
11. Event preparation and support
12. Prepare reports
13. Collect and record data
14. Guided tours

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

- Pushing or pulling carts or other such objects
- Lift objects weighing up to 20 lbs.
- Use computer for word processing