POSITION NUMBER: VC00001

JOB TITLE: Student Worker II, Learning Center Specialist
DEPARTMENT: Learning Center
CAMPUS: LSC-Victory Center

POSITION SUMMARY

Provide support to the Learning Center. This position includes providing front counter support, computer lab support, and assistive technology support to students visiting the Learning Center. Will also provide assistance to Library Services and Admissions (as needed). Required to complete general clerical duties including loading the printer with paper, creating memos, maintaining spreadsheets, making copies, and checking badge/ID cards. Will work with diverse groups. May interact one-on-one with students. May interact with a high volume of customers.

PRIMARY RESPONSIBILITES

1. Filing
2. Copying
3. Answering phones, taking messages, redirecting calls
4. Pick up and deliver mail
5. Provide general information related to the department
6. Record maintenance, preparation and review of forms, data entry
7. Mail department information
8. Send standardized department emails
9. Provide handouts and/or forms to customers
10. Maintain inventory
11. Set up learning environment (such as labs, classrooms, etc.)
12. Check out equipment
13. Event preparation and support
14. Collect and record data
15. Provide limited technology support to end users
16. Interpret regulations and policies
17. Maintain and/or process records
18. Check books in/out

REQUIRED QUALIFICATIONS

• High School Diploma or Equivalent
• 1 year of related work experience

KNOWLEDGE SKILLS AND ABILITES

• Customer service skills
• Interpersonal skills
• Organizational skills
• Proficiency with one or more office software (Word, Excel, PowerPoint, Access)
• Communication skills (written and/or oral)
• Working knowledge of general office procedures and practices
• Analytical and problem solving skills

USE OF EQUIPMENT AND MACHINERY

• Pushing or pulling carts or other such objects
• Lift objects weighing up to 20lbs.
• Use small office equipment including copy machines or multi-line phone system
• Use computer for word processing