



LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

Financial Aid

POSITION NUMBER: VC00002	
JOB TITLE: Student Worker I, Business Office Specialist	College Work Study Position
DEPARTMENT: Business Office	PAY: 7.54 per/hr.
CAMPUS: LSC-Victory Center	HOURS: up to 19.5 hours per/wk.

POSITION SUMMARY

May interact one-on-one with students. May interact with a high volume of customers. Will work with and assist diverse groups. Clerical duties to include reviewing student accounts regarding current charges, tuition calculations, and refunds; verifying metro applications, stop payment forms, and third party forms. Review procedures with students.

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. Mail department information
9. Send standardized department emails
10. Provide handouts and/or forms to customers
11. Maintain inventory
12. Maintain knowledge of multiple programs
13. Provide limited technology support to end users
14. Interpret regulations and policies

REQUIRED QUALIFICATIONS

- High School Diploma or Equivalent
- 0-1 Year 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.
- Use small office equipment including copy machines or multi-line phone system
- Use computer for word processing