



LONE STAR COLLEGE SYSTEM COLLEGE WORK STUDY JOB DESCRIPTION

Financial Aid

POSITION NUMBER: VC00008	
JOB TITLE: Student Worker II, Business Office Specialist II	College Work Study Position
DEPARTMENT: Business Office	PAY: 8.74 per/hr.
CAMPUS: LSC-Victory Center	HOURS: 19.5 per/wk.

POSITION SUMMARY

This position will support the Business Office. Duties to include: cashiering for the front counter; apply payments to student accounts or correct GL accounts; assists with payment plans; call and email students having returned mail; supports staff with reconciliation of receivables, deposits, tuition refunds, cash, and deposit balancing; assists with entering dual credit waivers, payments, applying/releasing service indicators to student's accounts, verifying Metro applications and responding to various on-line requests regarding transcripts, parking permits, residency oaths, etc. 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. Mail department information
9. Send standardized department emails
10. Provide handouts and/or forms to customers
11. Event preparation and support
12. Collect and record data
13. Maintain knowledge of multiple programs
14. Provide limited technology support to end users
15. Interpret regulations and policies
16. 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

- 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