Customer Service Assistant-Main RLL Office Description

Position Overview:
Customer Service Assistant workers are undergraduate and graduate students trained as the first staff members students, parents, and university staff interact with in the office of Residence Living and Learning. They assist the Residential Living and Learning professional staff with the administration of the main office. Student workers create a welcoming environment, assist students, parents, and staff with questions and concerns, and maintain a clean, organized office. Students selected to serve as Customer Service Assistant will participate in training so that they may provide high quality support and guidance to residents and other customers.

Minimum Qualifications:
- Enrolled as a student at Texas A&M University-Commerce
- Have a minimum GPA of a 2.0 at the time of hiring and maintain this status throughout term of employment
- Have a clear judicial record at the time of hiring and maintain this status throughout term of employment
- Maintain student confidentiality
- Visually assess the needs of the operation of the office and situations that occur spontaneously and respond appropriately
- Have written and verbal communication with students, staff, and supervisors in casual and crisis interactions
- Knowledgeable and able to articulate housing rules, regulations, and processes
- Have a working knowledge of campus and community resources
- Demonstrate the willingness to accept supervision, the ability to follow directions, and the capacity to work under pressure and work as a team
- Demonstrate excellent public relations and customer service skills
- Commit to successful teamwork with the entire RLL staff
- Be a self-starter, dependable, creative, and able to multi-task
- Demonstrate an advanced level of maturity exhibited in sound judgment, emotional stability, flexibility, and willingness to accept responsibility

Responsibilities:
Below is a general description of the Customer Service Assistant job responsibilities. Responsibilities may vary based on office activity and deadlines

1) Provide good customer service for students, staff, and visitors, including answering questions and providing resources.
   - Greet each individual that comes into the facility
   - Answer incoming calls for the main department number, referring caller to the appropriate staff
   - Be able to walk students through the housing applications and other processes
   - Understand the various Residential Living and Learning processes and be able to provide accurate information to residents and parents
   - Present a good image of the university by means of a tidy appearance, a pleasant and helpful disposition, a positive attitude and responsive action
   - Keep assigned work area clean
2) Maintain accurate notes on all telephone and walk-in inquiries/incidents in student’s file in StarRez software.

3) Perform tasks as assigned by Residential Living and Learning Professional Staff, including, but not limited to the following:
   - Assist the Associate Director of Business Operations, Coordinator of Housing System, Coordinator of Assignments & Contracts and Assistant Director of Marketing with administrative tasks as needed
   - Filing
   - Scanning large volume of student records
   - Perform light labor such as lifting boxes, moving furniture, and cleaning

4) Maintain timecard in the Texas A&M University Single Sign On (SSO) system.

5) Be punctual in reporting to all assigned shifts.

**Compensation:**
Customer Service Assistant will be paid $7.50/hour on a bi-monthly basis. The student worker is responsible for logging all hours in the Texas A&M University Single Sign On (SSO) system and may not work over 19 hours on campus unless it has been previously approved by the Associate Director of Business Operations.