

Position Title	Customer Service Representative
Job Title	Student Office Worker 2
Appointment Type	Student – At will
Job Location	UHDS Service Centers
Department	University Housing & Dining Services
Position Summary	<p>The Customer Service Representative provides a wide range of support and services to students, staff, and parents through the UHDS Service Centers via telephone, email, and face-to-face interactions. As a first stop for student housing and dining questions, the service center strives to be a “one-stop shop” for on-campus residents. The service centers manage resident keys, mail, check-in, check-out, work order processing, and general customer service. As a member of the Service Center Complex, Customer Service Representatives are expected to accomplish the primary objectives of UHDS to help create and maintain an effective living/learning community within the complex.</p> <p>University & Community: OSU is one of only two American universities to hold the Land-, Sea-, Sun- and Space-Grant designations and is the only Oregon institution recognized for its "very high research activity" (RU/VH) by the Carnegie Foundation for the Advancement of Teaching. OSU is comprised of 11 academic colleges with strengths in natural resources, earth dynamics and sustainability, life sciences, entrepreneurship and the arts and sciences. OSU has facilities and/or programs in every county in the state, including 12 regional experiment stations, 41 county extension offices, a branch campus in Bend, a major marine science center in Newport, and a range of programs and facilities in Portland. OSU is Oregon's largest public research university, conducting more than 60 percent of the research funded throughout the state's university system.</p> <p>The university has an institution-wide commitment to diversity, multiculturalism and community. We actively engage in recruiting and retaining a diverse workforce and student body that include members of historically underrepresented groups. We strive to build and sustain a welcoming and supportive campus environment. OSU provides outstanding leadership opportunities for people interested in promoting and enhancing</p> <p>A personal and professional commitment to providing excellent customer service and creating inclusive environments is a core value of University Housing and Dining Services.</p>
Minimum Qualifications	<p>Applicants must maintain current student status with OSU, and maintain a 2.5 GPA. These positions require good judgment, motivation, self-starting abilities, energy, commitment, caring, self-discipline, knowledge of campus resources, sensitivity to racial and cultural diversity and common sense. Overall job effectiveness is tied to the ability to establish and maintain credibility and good rapport with all residents and fellow staff members, while offering the highest quality of customer service.</p>

Customer Service Representatives are expected to affirm and uphold University policies that help create and maintain non-discriminatory campus and living group environments. They must be responsive regarding issues of multiculturalism, sexism, racism, gender, sexual orientation, lifestyle, and disability.

Due to the nature of the work-load, Customer Service Representatives are expected to work during the most critical weeks of each term. These weeks include, but are not limited to, all opening and closing weeks before and after each term for resident check-in and check-out. Customer Service Representatives are also responsible for attending all summer/pre-opening training, and one in-service session per term, as determined by the Assistant Director for Housing Services.

Position Duties

I. Customer Service

- a. Maintains positive customer service relationships through the Service Center Office, setting culture of P.R.I.D.E. in customer service within the Service Center, emphasizing:

Presentation:

Send a message of pride in your presentation

Responsiveness:

See interruptions as meaningful interactions

Individualized Attention:

Create an opportunity for a future interaction

Developed Systems:

Perform promised service dependably and accurately

Execute our Mission:

Ensure we provide the #1 choice for housing and dining

- b. Resolves or refers concerns and complaints in reference to residence life, housing, and dining service to Service Center Assistant Coordinator and/or Assistant Director for Housing Services.
- c. Acts as a resource person and referral agent for campus services and programs.
- d. Takes telephone messages and forwards phone calls to appropriate person.
- e. Provides information and materials in reference to city and campus resources and sights (maps, bus schedules, etc.)

II. Operational

- a. Supports check-in/out of residence halls within Service Center.
- b. Processes meal plan changes.
- c. May be required to work key periods including opening, breaks, closing, and zero week.
- d. May work at any Service Centers within the UHDS system.

III. Systems and Record Keeping

- a. Keys
 - 1. Maintains quality key security and key inventory with temporary, outdoor, and room keys (see instructions for details).
- b. Mail Service system (see instructions)
 - Sorts/distributes/forwards mail for the complex.
 - 2. Receives and distributes registered mail, non-federal mail, deliveries, special deliveries, CODs, etc. for the complex.
- c. Maintains petty cash funds (see opening instructions)

IV. Security

Position Duties cont'd

- a. Locks or unlocks office doors as requested by Assistant Director for Housing Services.
- b. Reports solicitors and other unauthorized persons in complex.
- c. Assists/reports persons regarding harassment issues.
- d. Reports emergencies and accidents to appropriate departments.
- e. Reports lost keys due to security risk
- f. Assists all Law Enforcement Agencies when necessary and within OSU policy and procedure.

V. Support Assistant Director for Housing Services

- a. Provides staff support to the Assistant Director for Housing Services and Administrative Operations Coordinator by assisting in the development of policies and procedures related to the complex office operation.
- b. Provides staff support for the Residential Life Area Complex Director as requested.
- c. Explains policies and procedures of UHDS to students.

VI. Staff Relations and Staff Development

- a. Participates in Service Center meetings as scheduled.
- b. Communicates with the complex's Residence Hall Directors and/or Resident Assistants about situations that occur in relation to the operation of the complex.
- c. Works with complex's Customer Service Representatives and Residence Life staff to develop strong community standards in the complex by communicating issues and needs raised by residents.
- d. Attends pre-opening training program sessions.
- e. Attends training programs/in-services conducted throughout the academic year.
- f. Develops positive working relationships with coworkers, Assistant Director for Housing Services, Administrative Operations Coordinator, Resident Directors, and other Residential Life/Housing Services and UHDS staff. Treats all staff members, other department staff, and customers with courtesy, respect and consideration. Functions as a team player in the office environment.

VII. Administrative Duties

- a. Is thoroughly familiar with the office complex policies, as described in the Housing Services Operations Manual, as well as the University Housing and Dining annual student contract and Student Policy Guide.
- b. Is knowledgeable about University and Department organizational structure to the extent that residents' questions can be readily answered or referred to appropriate personnel.
- c. Is knowledgeable about the principles of community and citizenship in the residence halls.
- d. Conducts himself/herself in a friendly, helpful, businesslike manner and treats those seeking assistance with courtesy, respect and consideration at all times.

Internal or External Search

External - open to all qualified student applicants

Special Instructions to Applicants

Finalists for this position may be required to complete a criminal history questionnaire. Offers of employment will be contingent upon a satisfactory criminal history check.

OSU is an AA/EOE.

Revision Date

2/12/2007