



USC University of
Southern California

Customer Services Representative Job Description

JOB INFORMATION

<i>Job Code:</i>	143017
<i>Job Title:</i>	Customer Services Representative
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or casual workers.
<i>Job Family:</i>	Customer Service
<i>Job Family Group:</i>	Administrative Support
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Provides customer service to students, parents, faculty, administrators, staff and other outside customers. Assists customers in understanding policies and procedures. Resolves issues by offering solutions, explanations, options or by arranging for service. Determines priorities. May lead student workers. Works under general supervision.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		High school or equivalent	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		1 year	
	X	2 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Customer service
	X	Student counseling

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Provides customer service to students, faculty, staff and external customers. Meets customer needs, offers options, resolves problems and follows up with customers. Ensures full customer satisfaction without unnecessarily referring customer to other staff members. Maintains friendly, helpful demeanor.				
Provides information regarding policies and procedures, terms and programs relating to service area for students, parents, faculty, administrators, staff, and outside customers.				
Identifies and prioritizes problems and issues related to service area. Performs research, offers solutions, options and strategies. Refers to appropriate person or department as needed, and/or arranges for service. Gathers data as necessary for related offices such as Financial Aid, Admissions, Student Conduct and student issues using the University Information Systems. Tracks problem status until resolution is achieved. Maintains close contact with customer to give updates on progress toward resolution of issue or service request.				
Uses information systems to input data, maintains databases, performs research for projects or issues, generates reports, etc.				
Studies and maintains currency with all applicable policies and procedures, contracts and related legal issues.				
Interprets terms and conditions of contracts, authorizes change/exceptions to contract terms, generates contracts or forms for distribution.				
Processes applications, releases, cancellations, adjustments, changes, requests, fees, invoices and other related paperwork. Maintains quality/quantity standards. Verifies contracts or forms for completeness and accuracy of information. Updates and maintains all necessary records and/or logs.				
Represents department to students, parents, faculty, administrators, staff and other outside customers. May act as representative for department at internal committee meetings such as Customer Service Planning Group. Makes formal presentations as assigned.				
Trains schedules, assigns and prioritizes workloads. Interprets operating policies and procedures. Ensures timely completion of department's work. May lead student workers.				
Compiles and updates payroll and personnel information for department staff. Ensures data entry deadlines set by university personnel system and Auxiliary Services payroll department are met.				
Notifies appropriate personnel in the event of an emergency. Maintains complete and accurate records of all student-or staff-related safety incidents.				
Provides services including processing and delivery of mail and packages, e.g.. UPS, Federal Express, Airborne, and U.S. Post Office. Receives key deposits and issues keys and/or maintains and balances a cash drawer on a daily basis. Assists in set up and scheduling of special events/promotions and equipment rental. Responsible for 24-hour pager coverage during holidays and weekends.				
Composes memos and letters based on knowledge of departmental and university policies and procedures. Compiles statistical reports and studies as requested.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/

<i>Campus Security Authority (CSA)</i>	<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/	No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

_____	_____	_____
Print Employee Name	Signature	Date

_____	_____	_____
Print Manager Name	Signature	Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.