UNIVERSITY OF SOUTHERN CALIFORNIA
Customer Services Representative
Job Code: 143017

Grade: F
OT Eligible: Yes
Comp Approval: 3/11/1994

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 ACCOUNTABILITIES:

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<tr>
<th>*E/M/NA</th>
<th>% TIME</th>
<th>Description</th>
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<tr>
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<td><strong>Provides customer service to students, faculty, staff and external customers.</strong> 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.</td>
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<td><strong>Provides information regarding policies and procedures, terms and programs relating to service area for students, parents, faculty, administrators, staff, and outside customers.</strong></td>
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<td><strong>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.</strong></td>
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<td><strong>Uses information systems to input data, maintains databases, performs research for projects or issues, generates reports, etc.</strong></td>
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<td><strong>Studies and maintains currency with all applicable policies and procedures, contracts and related legal issues.</strong></td>
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<td><strong>Interprets terms and conditions of contracts, authorizes change/exceptions to contract terms, generates contracts or forms for distribution.</strong></td>
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<td><strong>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.</strong></td>
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<td><strong>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.</strong></td>
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<tr>
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<td><strong>Trains schedules, assigns and prioritizes workloads. Interprets operating policies and procedures. Ensures timely completion of department's work. May lead student workers.</strong></td>
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</table>
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.

Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY REASONSE/RECOVERY:**

Essential:  

- [ ] No  
- [x] Yes  

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.

**JOB QUALIFICATIONS:**

**Minimum Education:**

- High School or equivalent  
- Combined experience/education as substitute for minimum education

**Minimum Experience:**

- 1 Year  
- Combined education/experience as substitute for minimum experience

**Minimum Field of Expertise:**

- Customer service

**Preferred Education:**

- Bachelor’s Degree

**Preferred Experience:**

- 2 Years

**Preferred Field of Expertise:**

- Student counseling, customer service.

**Skills: Administrative:**

- Answer telephones  
- Assemble and organize numerical data  
- Balance figures
Communicate with others to gather information
Compose letters
Compute totals
Coordinate events
Establish filing systems
Gather data
Input data
Maintain filing systems
Prioritize different projects
Research information
Schedule appointments
Understand and apply policies and procedures
Verify calculations

Skills: Other:
Conflict resolution
Counseling
Knowledge of applicable laws/policies/principles/etc.
Organization
Problem identification and resolution
Public speaking/presentations

Skills: Machine:
Adding Machine
Calculator
Computer Network (Department or School)
Computer Network (University)
Personal Computer
Photocopier
Typewriter
Word Processor

Supervises: Level:
May oversee student, temporary and/or casual workers.

Supervises: Nature of Work:
Clerical/Secretarial

SIGNATURES:

Employee: _______________________________ Date: _______________________________

Supervisor: _______________________________ Date: _______________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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