UNIVERSITY OF SOUTHERN CALIFORNIA
Customer Service Liaison
Job Code: 165403

JOB SUMMARY:
Receives calls; routes calls to service technicians or resolves simple technical problems. Maintains database.

JOB ACCOUNTABILITIES:
*E/M/NA  % TIME

______  ______  Answers telephones, routes callers, takes messages and provides routine information to clients or customers.

______  ______  Responds to technical questions from users or specific questions regarding service.

______  ______  Generates service requests, routes to service technicians. Follows up to ensure problem was resolved.

______  ______  Reports bad data circuits to telephone company and monitors progress of repairs.

______  ______  Maintains on-line documentation and records of service for future reference.

______  ______  Sends notification of utilities shutoff in campus buildings.

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 RESPONSE/RECOVERY:
Essential:  

[ ] No

[ ] 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:
6 - 12 months

Minimum Field of Expertise:
Customer service experience.

**Preferred Education:**
- Related undergraduate study

**Preferred Experience:**
- 1 year

**Preferred Field of Expertise:**
- Customer service experience in computer-related field. Familiarity with computing terms, hardware and software.

**Skills: Administrative:**
- Answer telephones
- Communicate with others to gather information
- Customer service
- Input data
- Research information
- Schedule appointments

**Skills: Other:**
- Active listening

**Skilled in:**
- Incident/problem management
- Troubleshooting

**Skills: Machine/Equipment:**
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier

**Preferred Education:**
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**Preferred Experience:**
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**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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