

CALIFORNIA STATE UNIVERSITY, FRESNO ASSOCIATION, INC.

Position Title: Customer Service Representative
Part time student 10 - 20 hours per week

Department: Recreation Center

Reports To: Recreation Center Manager

I. General Responsibilities: Assists the Recreation Center Manager in the daily operation of the Recreation Center, using established guidelines to ensure a consistent level of service to the University Community.

II. SPECIFIC RESPONSIBILITIES

- A. Greet customers.
- B. Check out/in all game equipment.
- C. Compute charges for usage.
- D. Promote a positive image for the Center and the USU in general.
- E. Keep informed of all activities in the Recreation Center and the Student Union and encourage participation or attendance in those activities.
- F. Maintain established standards for customer service and cleanliness of the Center.
- G. Investigate minor stoppages or malfunctions of equipment and correct if possible.
- H. Maintain orderly conduct in the Center.
- I. Report any broken furniture or equipment or general safety hazards to the Recreation Center Manager.

III. MINIMUM QUALIFICATIONS

- A. Cash handling experience preferred.
- B. Some basic telephone skills.
- C. Ability to learn and incorporate customer service skills.
- D. Interact positively and effectively with persons from diverse backgrounds and cultures.
- E. Learn the operation of pinsetters and related equipment.
- F. Must be physically able to perform the duties including climbing on top of pinsetter machines and lifting and carrying bowling balls of various weights.

- G. Must be able to work unusual hours.
- H. Must be able to maintain a clean and safe environment for maximum patronage and public welfare.
- I. Must be a Fresno State Student- Student employment opportunities are for students currently enrolled at Fresno State in a minimum of at least 6 units for **Undergraduate** students with a minimum GPA of 2.00 per previous semester. **International undergraduate** students are required to be enrolled in a minimum of 12 units, with a minimum cumulative GPA of 2.00 and to provide documentation of appropriate and required work forms. **Graduate** students must be enrolled for a minimum of at least 4 units with a cumulative GPA of 3.00. **International graduate** students are required to be enrolled in minimum of 9 units.