

CALIFORNIA STATE UNIVERSITY, FRESNO ASSOCIATION, INC.

Position Title: **Customer Service Representative**
Part time student: 20 hours max per week

Department: Reservation Center

Reports To: Operations Services Coordinator

I. General Responsibilities: To serve the general public by answering questions and requests, making various reservations, and selling a variety of items. Heavy usage of computers, including PC and Reservations System. Also, answer numerous phone calls and handle light typing and filing. Cash handling, and various reports, are also responsibilities of the customer service representative, as well as other tasks assigned by the Operations Services Coordinator.

II. MINIMUM QUALIFICATIONS:

- A. Strong computer skills and experience preferred.
- B. Cash handling experience required.
- C. Knowledge of the campus as well as its services is very important.
- D. General office skills helpful.
- E. Should be multi-task oriented.
- F. Must be a team player.
- G. Ability to work efficiently with little supervision.
- H. Must be dependable, responsible, personable, friendly, and work well with diverse populations, including faculty, staff, students, and the general public
- I. 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.

J.