

CALIFORNIA STATE UNIVERSITY, FRESNO ASSOCIATION, INC.

# Position Title: Customer Service Representative

Part time student 10 - 20 hours per week

**Department:** Bulldog Bowl

**Reports To:** Bulldog Bowl 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.

# SPECIFIC RESPONSIBILITIES

1. Greet customers.

1. Check out/in all game equipment.

1. Compute charges for usage.

1. Promote a positive image for the Center and the USU in general.

1. Keep informed of all activities in the Recreation Center and the Student Union and encourage participation or attendance in those activities.

1. Maintain established standards for customer service and cleanliness of the Center.

1. Investigate minor stoppages or malfunctions of equipment and correct if possible.

1. Maintain orderly conduct in the Center.

1. Report any broken furniture or equipment or general safety hazards to the Recreation

 Center Manager.

# MINIMUM QUALIFICATIONS

1. Cash handling experience preferred.

1. Some basic telephone skills.

1. Ability to learn and incorporate customer service skills.

1. Interact positively and effectively with persons from diverse backgrounds and cultures.

1. Learn the operation of pinsetters and related equipment.

1. Must be physically able to perform the duties including climbing on top of pinsetter machines and lifting and carrying bowling balls of various weights.

1. Must be able to work unusual hours.

1. Must be able to maintain a clean and safe environment for maximum patronage and public welfare.

1. 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.