



University Student Union

CALIFORNIA STATE UNIVERSITY, FRESNO ASSOCIATION, INC.

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

Department: Post Office Express

Reports To: Operations Services Coordinator

I. General Responsibilities: Greet customers, accurately inform customers of postal services and policies, sell postage products and related items, process mail, and prepare cash-out reports.

II. SPECIFIC RESPONSIBILITIES

- A. Accurately interpret and apply current postage rates, charts and regulations.
- B. Cash handling experience required.
- C. Perform simple arithmetic calculations quickly and accurately.
- D. Follow oral and written instructions.
- E. Use computer equipment and software related to the U.S. Post Office Express.
- F. Lift and carry objects up to 25 pounds in weight.
- G. Operate general mail center equipment safely and properly.

III. MINIMUM QUALIFICATIONS

- A. Experience as a mail clerk preferred.
- B. Typing, computer and ten keypad skills are required.
- C. Working knowledge of computerized postal machine equipment helpful.
- D. Familiarity with postage rates, regulations and rules helpful.
- E. Must be able to handle multiple tasks.
- F. Knowledge of locations and procedures of the campus and University Student Union.
- G. Cash handling experience.
- H. Must be a team player.
- I. Must be dependable, responsible, personable, friendly, and work well with diverse populations, including faculty, staff, students, and the general public.
- J. 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.