

CALIFORNIA STATE UNIVERSITY, FRESNO, ASSOCIATION, INC.

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

Department: SSU Box Office

Reports To: Operations Services Coordinator

I. General Responsibilities: Ticket sales, cash handling, greet customers, take tickets, calculate sales, and do reports.

II. MINIMUM QUALIFICATIONS:

- A. Cash handling experience required.
 - B. Students should be flexible. This is an on call position.
 - C. Must be able to work efficiently under pressure.
 - D. 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.

