

CALIFORNIA STATE UNIVERSITY, FRESNO, ASSOCIATION. INC.

Position Title: Customer Service Associate- 11:00pm- 3:30am

Department: Reservation Center

Reports To: Assistant Director of Facilities

GENERAL DESCRIPTION:

The University Student Union Customer Service Associate fulfills a key customer service position that requires a high degree of responsibility in the area of guest services. Strong emphasis is placed on responding to the needs of the University Student Union guests and management staff with a professional customer service philosophy.

DUTIES: Staff is responsible to know guidelines and details related to the position. In a general sense, the duties are as follows:

- Oversee activities throughout the facility as the primary resource for our guests.
- Respond to guest's needs, maintenance concerns or other customer service issues.
- Report and record injuries, property damage, emergencies or unusual incidents.
- Check and stock restrooms when necessary.
- Ensure facility cleanliness and a professional atmosphere.
- Generate reports for nightly guest attendance.
- Secure building/lock doors.

MINIMUM QUALIFICATIONS:

- Ability to effectively present information and respond to questions from guests.
- General knowledge of organizational practices.
- Understanding of general customer service theory.
- Student employment opportunities are for students currently enrolled at Fresno State in a minimum of at least 6 units for **Undergraduate** students and 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.

As the Customer Service Associate, your role will include monitoring the University Student Union facility itself and the activities within, as it relates to risk management. Your role involves the observation of potential and perceived risks and

taking the corrective actions and proactive steps to minimize injury. Common risks can include; threat of injury/trip hazards, graffiti, broken or malfunctioning lights, emergency devices not functioning.