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.