

CALIFORNIA STATE UNIVERSITY, FRESNO, ASSOCIATION. INC.

TITLE: Customer Service Associate- 10:00pm- 2:00am

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.

MINIMUM SKILLS:

- Ability to effectively present information and respond to questions from guests.
- General knowledge of organizational practices.
- Understanding of general customer service theory.

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.