

California State University, Fresno Association, Inc.

CUSTOMER SERVICE REPRESENTATIVE (INFORMATION CENTER) – UNIVERSITY STUDENT UNION JOB ANNOUNCEMENT #21-194

POSITION SUMMARY:	Student, non-benefited position for the California State University, Fresno Association – University Student Union. This position will work in the Information Center to serve the general public by answering questions, requests, and selling a variety of items. Multi-phone line, typing and filing. Cash handling, and ticket tracking, are also responsibilities of the customer service representative, as well as other tasks assigned by the Operations Services Supervisor. This position will work a maximum of 20 hours per week.
ESSENTIAL JOB FUNCTIONS:	Typical duties include, but are not limited to: <ul style="list-style-type: none"> • Provide excellent customer service to visitors and campus communities • Answer questions, requests, and selling a variety of items • Typing and filing • Answer, assist, and transfer calls to appropriate offices • Cash handling and ticket tracking; • Sell tickets for football, movies, bus passes, museum parks, etc. • Keep informed about the daily Union/SI and University to campus community • Check out campus keys to faculty and staff; check out phone charges • Manage lost and found • Make reservation for nap pods • Perform other related job duties as required or assigned
POSITION REQUIREMENTS:	<i>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</i> <ul style="list-style-type: none"> • Must be currently enrolled as a Fresno State student: <ul style="list-style-type: none"> ○ Undergraduate students must be enrolled in a minimum of six (6) semester units and have a minimum cumulative GPA of 2.00. ○ International undergraduate students must be enrolled in a minimum of twelve (12) semester units, have a minimum cumulative GPA of 2.00. ○ Graduate students must be enrolled in a minimum of four (4) semester units and have a cumulative GPA of 3.00. ○ International graduate students must be enrolled in a minimum of nine (9) semester units, have a minimum cumulative GPA of 3.00. • Cash handling experience required • Knowledge of the campus as well as its services • Able to work unsupervised • Ability to use computer, Microsoft, Excel, Reservation System, etc. • Must be dependable responsible, personable, friendly, and work well with diverse populations, including faculty, staff, students, and the general public
COMPENSATION:	\$14.00 per hour
DEADLINE:	Application review begins immediately; open until filled
TO APPLY:	To be considered for this position, please drop-off an application and resume to the University Student Union room 306. Visit the Auxiliary Human Resources page at: http://www.auxiliary.com/auxhr/applic.html to locate and print job application.

RESUMES WILL NOT BE ACCEPTED WITHOUT A COMPLETED APPLICATION

California State University, Fresno is a smoke free campus. For more information, please click <http://fresnostate.edu/adminserv/smokefree/index.html>

Employment for this position is by the California State University, Fresno Association, Inc. This is not a State of California position.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY/ADA EMPLOYER