

California State University, Fresno Association, Inc.

CUSTOMER SERVICE REPRESENTATIVE (RESERVATION CENTER) – UNIVERSITY STUDENT UNION JOB ANNOUNCEMENT #21-195

POSITION SUMMARY:	Student, non-benefited position for the California State University, Fresno Association – University Student Union. This position will work in the Reservation Center to serve the general public by answering questions. Will provide support and coordinate day-to-day operations for the University Student Union Reservations and Event Services office. Employees will enter data on floor plans, spreadsheets and forms, using Microsoft Excel and Excel within Google Docs. This position requires a high level of customer service, strong organizational skills and attention to detail. 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, assist, and transfer calls to appropriate offices • Responsible for heavy phone coverage – taking clear messages, conveying information to clients and group participants, troubleshooting issues and providing resolutions. • Responsible for daily processing of reservation/s, performing clerical tasks, implementation and communication of policies and procedures governing room reservations for USU and SSU and outdoor events and class rooms • Enter data on floor plans, spreadsheets and forms, using Microsoft Excel and Excel within Google Docs • Make reservations on EMS and R25 live event calendar/reservation system • 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. • Knowledge of the campus and services offered • General office skills • Able to work efficiently with little supervision • Ability to use computer, Microsoft, Excel, Reservation System, etc. • Ability to multi-task and be a team player • 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