

STUDENT LABOR POSITION DESCRIPTION

Facilities Management

Most Recently Updated 03/15/99

Position Title: Student Customer Service Associate
Must work 10 hrs/wk.

1 Grade Level: 1

2a Description: The following are the essential duties for a Customer Service Associate in the Maintenance office of the Facilities Management Department:

- A. Answer telephones.
- B. Run errands.
- C. Input work orders, payroll, and data entry related to Motor Pool.
- D. Filing.
- E. Perform other job-related duties as assigned.

2b Description: The following are *possible additional* duties for this position:

- A. Accounts Payable, payment processing.
- B. Scheduling Windswept appointments.
- C. Scheduling use of cars in Motor Pool.
- D. See that the workplace and environs are clean.

3 Learning Opportunities:

- A. Develop the attributes appropriate to Grade 1 positions: learning to meet schedules and standards of performance, efficient use of time, healthy attitudes toward work and supervision, working with others, sharing responsibility, recognition of the importance of work, basic skills and information.
- B. Use of office machines.
- C. Knowledge of computers and computer programs.
- D. Customer service skills.
- E. Accounting procedures.

4 Basic Qualifications:

- A. General: Dependability, willingness to learn, pleasant attitude.
- B. Skill: Basic keyboarding, knowledge of computer programs although these are performed under direct supervision.
- C. Physical: no limitations.
- D. Academic: none.

5 Desirable Qualifications:

- A. Driver's license.
- B. Have taken the College's Defensive Driving course.

6 Narrative Summary: Student supported Maintenance office by answering phones, running errands, processing work orders, College vehicle use requests, and payroll information. Student may also have assisted with accounts payable, appointment and vehicle use scheduling.