Wright State University
CLASSIFIED JOB SPECIFICATION
Customer Services Assistant

I. JOB INFORMATION

Job Title: Customer Services Assistant (CS 12)

Job Class: 31311  FLSA Status: Non-Exempt

II. JOB SUMMARY

Under direct supervision provides customer support by answering phones, relaying information, developing reports and routing mail. Ensures the needs of departments are met.

III. PRIMARY DUTIES AND RESPONSIBILITIES

-Operates paging and two-way radio dispatch system during normal and emergency situations.
-Conducts follow-up visits with customers regarding services rendered.
-Maintains various databases. Enters, reviews and verifies database information.
-Independently responds/interacts with internal and external persons to determine needs and priorities.
-Compiles and tabulates data and prepares reports.
-Distributes work assignments to student workers, contacts maintenance regarding service agreements and maintains files.

Note: This is not an inclusive list of duties and responsibilities.

IV. MINIMUM EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, AND ABILITIES

A high-school diploma or GED and one year (FT) related work experience OR, two years of post-secondary education and six months of related work experience (FT). Excellent verbal/communication skills. Ability to calculate basic math. Strong interpersonal skills. Excellent customer service skills; Thorough knowledge and skills to utilize current office equipment and a variety of complex software packages.

V. WORKING CONDITIONS

Typical office environment.
VI. **WSU TESTING/EXAMINATIONS REQUIRED**


VII. **CERTIFICATIONS OR LICENSURE(S) REQUIRED**

None

VIII. **JOB SERIES**

31310

*This specification is intended to illustrate the level of complexity and kinds of job duties that may be assigned to positions with this classification title, and should not be interpreted to describe all the duties that may be included in a job description.*