

**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**

- Dispatches workers on problems calls. Distributes service calls /work orders and minor construction work orders. Informs supervisors of special event projects. Issues keys, maintains standard databases and distributes customer surveys.
- Operates paging and two-way radio dispatch system during normal and emergency situations.
- Conducts follow-up visits with customers regarding services render.
- 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**

Math. Word-Standard.

**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.*