

Wright State University
CLASSIFIED JOB SPECIFICATION
Customer Services Representative, Sr.

I. JOB INFORMATION

Job Title: Customer Services Representative, Sr. (CS 13)

Job Class: 31312

FLSA Status: Non-Exempt

II. JOB SUMMARY

Under general supervision provides customer service and technical assistance to process service requests for external and internal customers.

III. PRIMARY DUTIES AND RESPONSIBILITIES

- Analyzes details of work orders and service requests. Provides instructions and/or direction to other staff.
- Oversees data input and updates data. Sends job and service orders to appropriate personnel.
- Calculates charges, accepts cash payments and assures delivery of equipment. Assists customers with problems and complications.
- Responds independently to requests for standardized information. Interprets established departmental policies and procedures for use by self and others.
- Creates and maintains files, books and archives for further processes and future retrieval.
- Assists customers via phone, email, and/or in person. Assesses customers' needs and writes up orders based on those needs.
- Provides guidance to student employees.

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 1.5 year (FT) related work experience OR, two years of post-secondary education and six months (FT) of related work experience. Excellent verbal/communication skills. Ability to calculate whole numbers, decimals, fractions and percentages. Strong interpersonal skills. Excellent customer service skills. Thorough knowledge and skills to utilize current office equipment and a variety of complex software packages. Project and financial management skills.

V. WORKING CONDITIONS

Typical office environment.

VI. WSU TESTING/EXAMINATIONS REQUIRED

Math. Spreadsheet-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.