

Job Description for Temporary, Casual or Interim Positions

Job Title	Customer Service Support Assistant		
Interim Job Code	INT004	Pay Grid	Temporary
Student Work Program Job Code	WPS004	Pay Grade	Level 1

Job Summary

Performs a variety of routine tasks including: assisting customers with general inquiries, processing transactions, and filing according to established procedures.

Accountabilities

1. Assist customer's in-person, via email or on the phone with routine inquiries.
2. Seek out assistance and escalate issues when necessary based on established departmental guidelines.
3. Process transactions in accordance with established departmental guidelines.
4. Update and maintain files, correspondence and records according to established guidelines.
5. Performs other clerical duties of a similar nature, as required.

Qualifications

Education: High school diploma or equivalent.

Experience: 6 months of previous customer service experience.

Working Conditions

- Typical office environment.
- Work is completed under close supervision.

Exclusions

- Does not provide orientation or training to student cashiers.
- Does not reconcile accounts or prepare financial invoices.
- Does not compile, track and process invoicing for security technology systems.