

Job Description for Temporary, Casual or Interim Positions

Job Title	Customer Service Support Assistant IB		
Interim Job Code	INT019	Pay Grid	Temporary
Student Work Program Job Code	WPS019	Pay Grade	Level 1

Job Summary

Provide routine customer service and reception duties following prescribed procedures and established guidelines.

Accountabilities

1. Greet visitors, answer or redirect general inquiries in person or by telephone and e-mail. May include providing policy and procedure information to others.
2. Seek out assistance and escalate issues when necessary based on established departmental guidelines.
3. Open labs and/or classrooms for authorized users and ensure AV and/or computer equipment is operational and ready for use.
4. Maintain cleanliness of labs and/or classrooms through assisting with routine cleaning.
5. Administer the reservation, lending and maintenance of equipment according to established policies and procedures. Document instances of equipment failure, repair, installation, and removal.
6. Assist with incoming and outgoing mailings and ordering of equipment and supplies.

Qualifications

Education: High school diploma or equivalent.

Experience: 6 months of customer service experience.

Working Conditions

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