### Job Description for Temporary, Casual or Interim Positions

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Customer Service Support Assistant IB</th>
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<tbody>
<tr>
<td>Interim Job Code</td>
<td>INT019</td>
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<tr>
<td>Pay Grid</td>
<td>Temporary</td>
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<tr>
<td>Student Work Program Job Code</td>
<td>WPS019</td>
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<td>Pay Grade</td>
<td>Level 1</td>
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#### 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.