



Job Description

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|--|-----------------|------------------------|---------------------------|
| Position Title: Customer Service Representative | | | |
| Emp Class: N1 | Grade: I | Job Code: A1483 | Date: January 2012 |
| This is a regular full-time, non-exempt, 35 hours per week position. | | | |

| POSITION SUMMARY |
|---|
| Provides quality customer service, mail and package processing and distribution assistance to all visitors to the Mail Services stamp and package window. |

| KEY RESPONSIBILITIES | % OF TIME |
|---|------------------|
| Assumes responsibility for all customer service activities at the Mail Services window, including but not limited to, weighing and metering outgoing packages and letters, answering questions regarding postal regulations and mail services as well as affixing correct postage. Sells postage stamps and applies postage to students, faculty and staff outgoing mail/packages. Receives incoming packages and scans packages into the computer system (ARRIVAL) accordingly. Maintains an electronic package tracking system. * | 50% |
| Sorts, distributes and delivers packages to students, faculty and staff, updating the computer tracking system accordingly. Returns unclaimed packages and obtains signature receipts as necessary and appropriate. * | 25% |
| Balances and reconciles daily deposits for stamp sales and package mailing. Completes accounting records to track postage expenses daily. Enters postage and accounting charges onto the University's on-line system (BANNER). Utilizes Crystal Reports to generate a monthly postage chargeback report for Financial Accounting Services. Makes appropriate deposits to the bank as well as the office of Financial Accounting Services. Maintains stamp inventory. * | 15% |
| Maintains an accurate listing of students, faculty and staff within the University to ensure prompt mail delivery. Sorts campus mail in an effort to regulate the flow of mail to University departments. Works with departments such as the Office of Residential Life on mailbox issues. Resolves issues or complaints regarding student mail and/or mailboxes. | 5% |
| Interprets, maintains and adheres to federal and state regulations as they relate to the Mail Services function. Performs monthly system checks on the portable package scanners and the main computer system. Trains staff and students of mail services on use of technology and any updates as they become available. * | 5% |
| Performs other related duties as assigned. | |
| * Indicates an "essential" job function. | |

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Date Revised: August 2011

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WORKING CONDITIONS

Stockroom or warehouse.

PHYSICAL EFFORT

Typically standing and/or walking.
Typically pushing and/or pulling.

Intermittently sitting, standing, stooping.
Moderate lifting or carrying 26 -50 lbs.

KEY JOB REQUIREMENTS

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|--------------------------------|--|
| Formal Education: | HS Diploma or GED required. |
| Work Experience: | 1 year to < 2 years. |
| Impact of Actions: | Makes decisions which normally impact planning within a small work group or project team. |
| Complexity: | Basic: Work consists of moderately complex procedures and tasks where basic analytic ability is required. Work may involve the comparison of numbers, selection of appropriate guidelines and procedures, or identification of appropriate actions to follow. Answers are usually found by selecting from specific choices defined in work policies or procedures. |
| Decision Making: | Basic: Ongoing supervision is provided on a regular basis. Desired results are clearly defined, however some independent judgement is necessary to select and apply the most appropriate of available procedures. |
| Internal Communication: | Requires regular contact within the department and with other departments supplying or gathering factual information. |
| External Communication: | Requires occasional contact withoutside agencies and the general public, supplying or gathering factual information. |
| Customer Relations: | Contact with customers involves more complex servicing over the telephone, in writing or in person to resolve complaints, make adjustments or correct mistakes about a selected service, product or capability. |
| Managerial Skills: | Responsible for orienting and training others and assigning and reviewing their work. May also be responsible in a "lead" or "senior" capacity over other positions performing essentially the same work, or related technical tasks and reporting to a higher level on a formal basis. |
| Knowledge & Skills: | Formal Technical Skills: Requires extensive knowledge of a distinct trade or technical area. Knows policies and procedures, and can recommend a course of action based upon these guidelines, modifying existing methods, procedures or forms as necessary. May work with software applications. |
| Special Skills: | <i>* The ability to work effectively with diverse groups.</i> |

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