

The University of Texas at San Antonio

Job Description

Job Title: Customer Service Assistant I
Code: 19095
Salary Grade: 51
FLSA Status: Non-Exempt
Department/Division: Job available in different advising departments
Reports To: In accordance with specific departmental policies

Summary

- Function: Under general supervision, provides direct customer assistance and service in a front-desk university advising environment.
- Scope: Provides customer assistance and service in support of an advising office.

Duties

- Typical:
 1. Provides direct front-desk customer assistance to include answering telephones, greeting customers and providing assistance, direction, or general information.
 2. Performs general administrative support such as: scheduling appointments, receiving, sorting, and routing mail, maintaining files and records, typing and creating files and spreadsheets.
 3. Processes purchase orders and payment vouchers and advising related paperwork. Enters, retrieves and verifies data.
 4. Maintains supplies of informational material, flyers and brochures available to customers in lobby/common areas.
 5. Performs other duties as assigned.
- Periodic:
 1. Assist with periodic departmental projects and reports.
 2. Occasionally attends meetings.

Education

Required	Preferred
High school graduation or GED.	Some college level coursework.

Other Requirements

Required	Preferred
Criminal Background Check (CBC).	N/A

Experience

Required	Preferred
One year of experience in a customer service position or clerical work in a college or university.	N/A

Equipment

Required	Preferred
Skilled in the use of all standard office equipment including personal computers.	N/A

Working Conditions

Usual	Special
Usual office environment with a varied work schedule.	N/A

Supervision

Received	Given
Some detailed instructions from immediate supervisor.	May oversee the work of clerical support staff and/or students.

Accuracy

Proficiency in all phases of work performed.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies and procedures are complied with.

Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.
