

# The University of Texas at San Antonio

## *Job Description*

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Job Title: Customer Service Assistant III  
Code: 19098  
Salary Grade: 53  
FLSA Status: Non-Exempt  
Department/Division: Job available in different advising departments  
Reports To: In accordance with specific departmental policies

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## *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 as needed.
  3. Researches and provides assistance to customers with inquiries.
  4. Communicates information to supervisor as needed.
  5. Exhibits clear and concise communication, guidance and clarification regarding rules and regulations.
  6. Uses own judgement to provide guidance to customers based on their needs.
  7. Provides supervision when needed in the areas of training, trouble shooting and complaints.
  8. Assists supervisor with daily duties.
  9. Acts as a liaison with the campus community.
- Periodic:
  1. Assist with periodic departmental projects and reports.
  2. Performs other duties as assigned.

## *Education*

<b>Required</b>	<b>Preferred</b>
High school graduation or GED.	Some college level coursework.

***Other Requirements***

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

***Experience***

<b>Required</b>	<b>Preferred</b>
Three years of experience in a customer service position or clerical work in a college or university.	

***Equipment***

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

***Working Conditions***

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

***Supervision***

<b>Received</b>	<b>Given</b>
Some detailed instructions from immediate supervisor.	N/A

***Accuracy***

Proficiency in all phases of work performed.
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***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.
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***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.
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