<table>
<thead>
<tr>
<th>Position Title</th>
<th>Customer Service Representative</th>
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<tbody>
<tr>
<td>Job Title</td>
<td>Student Office Worker</td>
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<tr>
<td>Appointment Type</td>
<td>Student Staff - At will</td>
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<tr>
<td>Job Location</td>
<td>UHDS Central Office</td>
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<tr>
<td>Department</td>
<td>University Housing &amp; Dining Services (UHDS)</td>
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<tr>
<td>Hourly Pay Range</td>
<td>$9.50 - $10.00</td>
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<td>This is a year round position.</td>
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<td>UHDS is open 8am – 5pm, Monday through Friday when the University is open.</td>
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<td>Staff will also work weekends and evenings as needed to support the operations of UHDS, such as START Orientations, fall move in, move out, and room selection.</td>
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<tr>
<td>Position Summary</td>
<td>As an employee of UHDS, CSRs are expected to accomplish the primary objectives of UHDS to engage our students, enrich their lives, and help them thrive.</td>
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<td>The UHDS Central Office provides a wide range of support and services to guests, residential students, staff, and parents through the staff via telephone, email, and face-to-face interactions. The duties for a CSR vary depending on the shift. As a primary location for student housing and dining questions, the Central Office strives to be a “one-stop shop” for on-campus residents.</td>
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<td>The UHDS Central Office contributes greatly to the success of UHDS as part of the Operations Unit, which oversees assignments, international student arrivals, transitions, and other processes for on campus housing. CSRs assist in meeting operational needs and customer service requests for residential guests and students. CSR staff work as a team to answer incoming calls and inquiries, issue keys to office staff, collaborate with Operations staff on assignments and charges, and perform other tasks to support the unit and department.</td>
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<td>University Housing and Dining Services recognizes the importance of learning both in and out of the classroom, and supports the concept of education as an individual as well as a community experience. Our primary focus is service to OSU students. We strive to provide our students, faculty, staff, and guests with safe, economical, on-campus living and dining options that are convenient and comfortable. We offer a variety of living and dining options in fifteen residence halls, three dining centers, and a limited number of family apartments. Our department is an auxiliary enterprise which is funded solely by customers who use our services – we receive no state or tax dollars. We work to maintain the highest educational and service standards for our customers.</td>
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<td>University Housing and Dining Services is committed to an appreciation of diversity, and fosters an open, respectful, and enjoyable living, learning, and working environment. A personal and professional commitment to providing excellent customer service and creating inclusive environments is a core value of University Housing and Dining Services. CSRs are expected to affirm and uphold policies that help create and maintain non-discriminatory campus and living group environments. One must be attentive to issues related to multiculturalism,</td>
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sexism, racism, gender, sexual orientation, and disability. As an employee of Oregon State University, CSRs are perceived as a representative of the University in one’s relationships and contacts, both on and off campus. CSRs are expected not to engage in activities that may jeopardize one’s credibility as a staff member or activities that make the University legally vulnerable.

### Minimum Qualifications

Maintain an active student status: [http://oregonstate.edu/fa/manuals/stu/506](http://oregonstate.edu/fa/manuals/stu/506)

- Must be enrolled in a high school, community college, or university;
- Must be engaged in academic coursework and activities that are directed at obtaining a degree (as opposed to coursework taken for personal interest or enrichment); and
- Must meet the applicable minimal enrollment standards below to be considered by the educational institution she/he is attending as a diploma or degree-seeking student:
  - 6 credit hours per term for undergraduate and post baccalaureate students
  - 12 credit hours per term for undergraduate international students
  - 3 hours per term for graduate students officially admitted to Graduate School (not an international student)
  - 9 hours per term for graduate students officially admitted to Graduate School and who is also an international student
- Maintain a minimum 2.5 GPA per term

This position require good judgment, motivation, self-starting abilities, energy, commitment, caring, self-discipline, knowledge of campus resources, sensitivity to racial and cultural diversity and common sense. Overall job effectiveness is tied to the ability to establish and maintain credibility and good rapport with all residents and fellow staff members, while offering the highest quality of customer service.

Customer Service Representatives are expected to affirm and uphold University policies that help create and maintain non-discriminatory campus and living group environments. They must be responsive regarding issues of multiculturalism, sexism, racism, gender, sexual orientation, lifestyle, and disability.

### Position Duties

#### I. Customer Service

- Maintains positive customer service relationships through the Central Office Front Desk. As an employee of UHDS, CSRs are expected to accomplish the primary objectives of UHDS to engage our students, enrich their lives, and help them thrive.
- Resolve or refer concerns and complaints in reference to residential education, housing operations, maintenance and facilities, and dining services to the Assignments and Room Management Coordinator.
- Acts as a resource guide and referral agent for campus services and programs.
- Answers telephone questions and forwards phone calls to the appropriate person or office.
- Responds to email messages through the UHDS main email account in a timely manner.
- Provides information and materials in reference to city and campus resources and sights (maps, bus schedules, etc.).

#### II. Operational

- Assist walk-ins, phone calls, and emails regarding general housing and dining questions.
- Explains the UHDS housing contract, dining plan information, and policies and procedures to students.
- Sort the Central Office campus mail that is delivered twice daily.
d. Process assignment changes as directed by the Assignments and Room Management Coordinator.
e. Assists the Assignments and Room Management Coordinator with a variety of application and assignment related tasks.
f. Perform benchmarking tasks as directed by the Assignments and Room Management Coordinator.
g. Maintain and manage the summer assignment change request waitlist.
h. Utilize the housing information system to process new applications for housing daily.

III. Security
a. Locks or unlocks office doors at the opening and closing shifts.
b. Reports solicitors and other unauthorized persons within the facility.
c. Assists/reports persons regarding harassment issues.
d. Reports emergencies and accidents to appropriate departments.
e. Assists all Law Enforcement Agencies when necessary and within OSU policy and procedure.
f. Maintains the confidentiality of records as stipulated in FERPA (Family Educational Rights and Privacy Act)

IV. Staff Support for Supervisor and other UHDS Administrative Staff
a. Provides staff support to the Assignments and Room Management Coordinator by assisting in the development of policies and procedures related to the office operations.
b. Explains policies and procedures of UHDS to co-workers.
c. Works on special projects as directed by the Assignments and Room Management Coordinator.
d. Assists other UHDS Central Office staff with projects as approved through the Assignments and Room Management Coordinator.

V. Staff Relations and Staff Development
a. Participates in staff meetings as scheduled by the Assignments and Room Management Coordinator.
b. Communicates with supervisor when issues and needs raised by residents and parents arise.
c. Attends pre-opening training program sessions.
d. Attends training programs conducted throughout the academic year.
e. Develops positive working relationships with the Operations staff, Service Center Customer Service Representatives, Residence Hall Directors, and co-workers. Treats all staff members, other department staff, and customers with courtesy, respect and consideration. Functions as a team player in the office environment.

VI. Administrative Duties
a. Is thoroughly familiar with the office policies, as described in the Office Manual, as well as the University Housing and Dining annual student contract, the Student Policy and Information Guide, as well as the University’s “Student Conduct Regulations” guide.

b. Is knowledgeable about University and Department organizational structure to the extent that residents’ questions can be readily answered or referred to appropriate personnel.
c. Conducts themselves in a friendly, helpful, businesslike manner and treats those seeking assistance with courtesy, respect and consideration at all times.
d. Maintains confidentiality of all records in accordance with FERPA and other laws.

Internal or External Search  Internal and External - open to all qualified student applicants who have experience working in an office setting.
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<tr>
<th>Special Instructions to Applicants</th>
<th>Offers of employment will be contingent upon a satisfactory criminal history check.</th>
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<tr>
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<td>Work study eligible students must be enrolled in 6 credits or more to receive work student benefits.</td>
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<td><strong>This position will start in September and is expected to carry over into the summer term of 2016.</strong></td>
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<td>OSU is an AA/EOE.</td>
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<td>Revision Date</td>
<td>9/11/2015</td>
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