



Oregon State University
University Housing
& Dining Services

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Oregon State University
 957 SW Jefferson Avenue
 Corvallis, Oregon 97331-4504

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Position Title	Customer Service Representative
Job Title	Student Office Worker
Appointment Type	Student – At will
Job Location	UHDS Service Centers
Department	University Housing & Dining Services (UHDS)
Hourly Pay Range	\$13.00/hour \$13.25/hour for returning staff
Employment Dates	<p>Summer: June 2, 2020 – September 11, 2021</p> <p>Academic Year: September 7, 2021 – June 18, 2022</p> <p>Customer Service Representatives (CSRs) will staff Service Centers during training and the summer to fall transition, the academic year, and the spring to summer transition.</p> <p>Service Centers are open year round, including on some University holidays, to support residents and receive mail. Staff teams split coverage of break and holidays over the year. Shifts vary based on staff class schedules and availability. Work includes hours Monday through Friday 8am-8pm with occasional weekend work from 12pm – 7pm on Saturdays and Sundays. Occasional work prior to 8am or after 7pm may be scheduled to prepare for large arrivals or departures from term to term.</p>
Position Summary	<p>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. Service Centers are located throughout campus and serve on campus scholars and residents in Arnold Dining Center, Marketplace West, and McNary Dining Center.</p> <p>The Service Centers 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 and the Service Center assigned during that shift. As a primary location for student housing and dining questions, the Service Centers strive to be a “one-stop shop” for on-campus residents.</p> <p>The Customer Service Representative 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. Service Center staff work as a team to prepare keys for each resident, perform key audits and issue rekeys, collaborate with Operations staff on charges, and serve as a resource for guests during their stay on campus. Service Centers process mail and over 55,000 packages per year for on campus residents.</p>



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<p>Position Summary cont.</p>	<p>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.</p> <p>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, 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.</p>
<p>Minimum Qualifications</p>	<ul style="list-style-type: none">• Maintain an active student status: http://fa.oregonstate.edu/student-manual/500-employment-eligibility-requirements• 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:<ul style="list-style-type: none">○ 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 <p>This position requires good judgment, critical thinking skills, 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 guests, residents, and fellow staff members, while offering the highest quality of customer service.</p> <p>CSRs 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.</p>



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	<p>Due to the nature of the work-load, CSRs are expected to work during the most critical weeks of each term. These weeks include, but are not limited to, all opening and closing weeks before and after each term for resident check-in and check-out. CSRs are also responsible for attending all summer/pre-opening training, and one in-service session per term, as determined by supervising professional staff.</p> <p>CSRs must be able to move and retrieve mail and packages, travel to and from different locations on campus during a shift, or perform other duties on a computer or offline as assigned. This is an active position requiring work to be performed primarily in a Service Center, with some work across campus in hot and cold temperatures.</p>
Position Duties	<p>The duties for a CSR vary depending on the shift and the Service Center assigned during that shift.</p> <p>Customer Service</p> <ol style="list-style-type: none">Resolves or refers concerns and complaints in reference to residence life, housing, and dining service supervising professional staff.Acts as a resource person and referral agent for campus services and programs.Takes telephone messages and forwards phone calls to appropriate person.Oversees timely responses to email inquiries.Provides excellent customer service through communication and presentation to all internal and external customers. Internal customers include your co-workers, other department staff members, and your dining management team. External customers include all of our residents, faculty, staff, and visitors who purchase goods and services from us.Provides information and materials in reference to city and campus resources and sights (maps, bus schedules, etc.)Provides support to UHDS through the Courier service to move packages and department mail, as needed. <p>Operation Systems and Record Keeping</p> <ol style="list-style-type: none">Supports check-in/out of residence halls within Service Center.May be required to work key periods including opening, breaks, closing, holidays and zero week.CSRs could also be scheduled to work shifts based around miscellaneous tasks that need to be completed.May work at any Service Centers within the UHDS system.Keys & Mail Service system<ul style="list-style-type: none">Maintains quality key security and key inventory with temporary, outdoor keys/fobs, and room keys (see instructions for details).Perform room key audits for occupancy verification with support from Lead CSRs and the Service Center Operations Coordinator.Sorts/distributes/forwards registered mail for the complexReceives and distributes registered mail, non-federal mail, deliveries, special deliveries, etc. For the complexNotifies residents of packages in the complex on a timely basis. <p>Safety and Security</p>



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Position Duties cont'd

- a. Report any guest or facility concerns to Conferences Management and work order management system, respectively.
- b. Report any resident or facility concerns to Summer Residential Education staff and work order management system, respectively.
- c. Report all emergencies and accidents to appropriate departments and complete necessary paperwork.
- d. Assist all Law Enforcement Agencies when necessary and within OSU policy and procedure.
 - Reports solicitors and other unauthorized persons in complex.
 - Assists/reports persons regarding harassment issues.
 - Reports emergencies and accidents to appropriate departments.
 - Reports lost keys due to security risk
 - Assists all Law Enforcement Agencies when necessary and within OSU policy and procedure.

Support Operations Leadership Staff

- a. Provides staff support to supervising professional staff by assisting in the development of policies and procedures related to the Service Centers.
- b. Provides staff support for other UHDS staff as requested by the Service Center Operations Coordinator.
- c. Explains the UHDS housing contract, dining plan information, and policies and procedures to students.

Staff Relations and Staff Development

- a. Participates in Service Center meetings, training programs, and workshops as scheduled.
- b. Communicates with the Service Center Operations Coordinator about situations that occur in relation to the operation of the complex.
- c. Works with area Dining Services and Residence Education staff to develop strong community standards in the complex by communicating issues and needs raised by residents.
- d. Develops positive working relationships with coworkers and all UHDS staff.
- e. Functions as a team player in the office environment.
- f. Participate in trainings as scheduled by Operations Unit of UHDS and Service Center Operations Coordinator.
- g. Develop positive working relationships and with UHDS staff. Treats all staff members, other department staff, and customers with courtesy, respect, and consideration.
- h. Maintain positive customer service relationships throughout the residence halls and cooperative houses, setting culture of engaging with our students, enriching their lives, and helping them thrive

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.



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	<ul style="list-style-type: none">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	External
Special Instructions to Applicants	Offers of employment will be contingent upon a satisfactory criminal history check. Work study eligible students must be enrolled in 6 credits or more to receive work student benefits. OSU is an AA/EOE.
Revision Date	4/20/2021