
Functional Title:	Customer Services Assistant	Job Code:	0010-CS345
Classification Series:	Customer Service	Band/Zone:	F1
Department:	Variety	FLSA:	Non exempt
Date:	April 1999		

General Function:

Perform a variety of clerical, administrative, and customer service duties related to supporting the operations of a retail or hospitality unit.

Characteristic Duties and Responsibilities – Essential Functions:

- 1) Serve as a customer liaison and answer questions concerning policies, procedures, and services provided; resolve customer complaints/problems and refer when appropriate.
- 2) Perform financial operations; deposit funds and maintain records of transactions. Process a variety of financial forms and documents and obtain any needed information.
- 3) Receive and process customers' orders.
- 4) Assist with the operation of retail or hospitality activities; assist with maintaining and/or rotating stock.
- 5) Maintain files and records; pulls and refiles records as needed; adds any new information.
- 6) May perform a variety of clerical tasks including maintaining an inventory of office supplies, data processing, opening and sorting mail, assisting with bulk mailings, and delivering financial material to another office.

Reporting Relationships:

Direction Received: Reports to head of the facility of which unit is a part (i.e. Director, Administrator, Manager).

Direction Given: May occasionally train classified staff or train and monitor student employees.

Minimum Requirements:

Requires six months of coursework or training beyond high school in Business Administration and one year of retail or hospitality experience, or an equivalent combination of education and expertise.

Knowledge, Skills, Abilities, and Worker Characteristics:

Knowledge of retail or hospitality operations; knowledge of computer and office applications; customer service skills; knowledge of bookkeeping procedures.

Working Conditions:

Typical office environment. May require some lifting of materials weighing 25 to 50 pounds. Periodic assignments given which entail dealing with unpleasant physical situations.