



**CUSTOMER SERVICE ASSISTANT**

**SALARY GRADE:** [C1-37](#)

**DEFINITION:**

Under the direction of an assigned supervisor, assists in the design and implementation of processes and policies to ensure the delivery of a consistently high level of customer service.

**EXAMPLE OF DUTIES AND RESPONSIBILITIES:**

Depending upon assignment, duties may include, but are not limited to, the following:

1. Promote a customer service oriented culture in the Bookstore.
2. Assist with hiring processes and scheduling of seasonal and student employees; adhere to Financial Aid hiring processes and procedures.
3. Ensure the accuracy of non-classified employee data for payroll purposes. Under supervision, monitors attendance as directed to meet established staffing and payroll expense requirements of the Bookstore. Prepare, file and distribute personnel paperwork and time sheets for employees.
4. Ensure the general cleanliness of the store and assigns cleaning responsibilities as necessary.
5. Train new employees in proper telephone etiquette and ensure Bookstore's main phone is staffed at all times.
6. Coordinate outgoing messages on Audix system and Info-mania to ensure timely and accurate dissemination of information. Ensures the timely return of voice mail messages when necessary.
7. Ensure employee compliance with established customer service policies and procedures.
8. Respond to customer and employee questions or problems in person and on the telephone as needed.
9. Operate a computer, cash register and other assigned bookstore equipment.
10. Assist with training and providing work direction to temporary, part-time and casual employees.
11. Act as backup for Accounting Assistant (A/R).
12. Perform related duties as assigned.

**EMPLOYMENT STANDARDS:**

**Knowledge of:**

1. Bookstore terminology, practices and techniques.
2. Modern office practices, procedures and equipment.
3. Operation of a computer and assigned equipment.
4. Record-keeping techniques.
5. Oral and written communication skills.
6. Interpersonal skills using tact, patience and courtesy.

**Ability to:**

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Assist in the day-to-day operation of the bookstore including opening and closing procedures.
3. Communicate effectively both orally and in writing.
4. Maintain records and prepare reports.
5. Establish and maintain cooperative and effective working relationships with others.
6. Operate a computer and assigned equipment.
7. Apply and explain rules, regulations, policies and procedures.

**Education and Experience**

Any combination equivalent to:

1. High school diploma.
2. One (1) year experience in customer service environment.

**WORKING CONDITIONS:**

**Environment:**

1. Bookstore environment.

**Physical Abilities:**

1. Hearing and speaking to exchange information in person and on the telephone as well as making presentations.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Seeing to read various materials.
4. Standing for extended periods of time.
5. Reaching overhead, above the shoulders and horizontally.
6. Bending at the waist, kneeling or crouching.
7. Lifting, carrying, pushing or pulling objects up to 30 lbs.

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