

# **Sul Ross State University**

## **Position Description**

**Official Title:** Customer Service Specialist      **Salary Group:** Classified (9)      **Job Code:** 4024

### **Summary**

**Function:** The Customer Services Specialist is the critical component of the first level of services within the newly developed Center for Enrollment Services. The Customer Services Specialist is responsible for carrying out the daily administrative functions required to support the overall goals of the Center's philosophy, the student centered campus, and the needs of prospective students and their parents, students, faculty, staff, and alumni. Within the Center for Enrollment Services there are common responsibilities and specific areas of responsibility unique to each staff position.

**Scope:** Follows specified guidelines and computer operation standards in inputting, reporting, implementing, monitoring and documenting of information for the various service areas of the Center.

### **Duties**

**Essential:** Provide exceptional customer service to all internal and external customers in person, by phone, and email; maintain a current and accurate understanding of customer service strategies of the university; process credit card payments and research account information for students; provide information to prospective, current and former students via telephone, email, mail and other media in all areas and services of the university; research and responds to student inquiries regarding admission, registration, financial aid, account balances, holds, exemptions, and academic enrollments; processes various forms and requests for assistance from other areas of the Center; admit and register students, collect and disburse monies, process testing information, process drop/adds, distribute and accept financial aid information and applications, process enrollment verification requests, and produce academic grade transcripts; greet all visitors entering facility; arrange campus tours; assist with supervision of student worker and Ambassador activities; assist with Orientation and other recruiting/retention events; schedule appointments with faculty and staff; accept completed documents for admissions, student records, financial assistance, residential living, controller, testing center; receive and post all applicable student tuition, fees, deposits, and fines; print and distribute all receipts for funds; review and lift authorized holds; apply installment plans; balance cash drawer at end of each day and participate in random cash audits; receive and process all requests for academic transcripts (in person, on-line, e-mail, phone, and mail); input various administrative information into the Banner administrative system; process various administrative transactions (i.e. drop/adds, registration, changes/corrections of information, etc.); assist students with use of Banner Self Service and Kiosks; assist with preparation of various correspondence, respond to university administrative requests, and answer all phone call and route appropriately; attend all required training and serve on various SRSU Committees as requested. Other duties as assigned by the Executive Director. Responsible for personal safety and the safety of others; must exercise due caution and practice safe work habits at all times.

### **Supervision**

**Received:** Executive Director for Enrollment Services

**Given:** None

### **Education**

**Required:** High School graduation with some college course work or a combination of education and experience. Basic understanding of the day to day workings of a university and the administration.

**Preferred:** Bachelor's Degree in a related field.

**Experience**

Required: Three years of experience in enrollment management or a related customer service environment.

Preferred: Direct experience working in a university setting such as financial assistance, admissions, records, or cashiers.

**Equipment/Skills**

Required: Good communication skills (written and verbal) and the ability to effectively work with students and co-workers during busy, stressful times; experience with office computer applications (word processing, spreadsheets, databases and prefer Banner knowledge); able to sit and use the computer for long periods of time; able to use computer keyboard and have 10 key calculator skills; able to communicate via telephone, email and chat professionally. Some weekend work will be required. Must be able to work under stress, work independently and as a team member and to deal with people in a professional manner.

Preferred: Bilingual (English/Spanish) skills.

**Working Conditions**

Usual: Must be able to work a flexible schedule. Position is Security Sensitive.

Any qualifications to be considered as equivalents, in lieu of stated minimums, require the prior approval of the Human Resources Director.

Date revised: 7/2010