**Customer Service Specialist**

**General Duties**

Present a positive and professional image of the university at all times

Position will be responsible for staffing PSS front desk including:

* Understanding parking rules and regulations in order to relay information accurately
* Understanding the billing process in order to relay information accurately
* Answering questions from the general public, staff, and students in a knowledgeable and clear manner
* Assisting customers in purchasing, returning, and exchanging permits
* Instructing customers on how to make citation payments online using LOUIE
* Correctly processing paperwork including credit card transactions
* Accurately performing daily close-out and balancing of activities
* Scheduling appointments for the Appeals Officer and coordinate appeals board requests
* Knowing shuttle route and schedule information
* Serving as an information source to other departments of the university
* Performing other duties as assigned.

**Minimum Qualifications**

* Ability to provide exemplary customer service
* Ability to communicate clearly and concisely
* Ability to relay details accurately.
* Ability to determine priorities and handling high pressure situations
* Ability to type with high accuracy
* Have a minimum 2.0 GPA and be able to maintain it
* Current driver’s license with two years driving experience

**Preferred Qualifications**

* Skill in use of personal computer/software
* Ability to effectively communicate

**Knowledge, Skills and Abilities**

* Customer service oriented
* Ability to problem solve
* Ability to be a team player
* Knowledge of parking policies
* Ability to work effectively with people from a variety of culturally diverse backgrounds
* Ability to multitask
* Willingness to be cross-trained

**Mandatory Events**

* Beginning of the semester trainings (held in August and January)
* Commencement (held in December and May)