



Job Description – Customer Service Representative

Title: Customer Service Representative
Reports To: Administrative Coordinator
Supervised By: Administrative Coordinator and Operations Manager
Hours: Part time, variable
Wage: \$12.09/hour
(as per Collective Agreement currently under review)

Summary

The Customer Service Representative (CSR) is accountable for dealing with customer complaints, inquiries and understands his/her role as brand ambassador and provides positive brand experiences to all University of Regina Students' Union (URSU) customers, The CSR is responsible for serving customers in person, over email, and via the telephone. The CSR is accountable for dealing with customer complaints, inquiries and processing transactions. The CSR provides a high level of administrative and clerical support to the Executive, management and staff of the URSU. The CSR follows all URSU procedures and policies when providing customer service.

Core Competencies

- Customer Focus
- Communication
- Energy & Stress Management
- Team Work
- Quality Orientation
- Problem Solving
- Accountability and Dependability
- Operating Equipment
- Ethics and Integrity

Job Duties

- Assist customers with a wide range of requests regarding URSU services.
- Provide the highest customer service in order to meet and exceed customer satisfaction.
- Make sure all customer complaints are addressed and handled professionally, leaving the customer with a positive resolution.
- Analyze problems and make recommendations as to root causes and irreversible corrective actions.
- Relay customer quality improvement suggestions for company products and services.



- Troubleshoot issues within the customer service process.
- Share successes and foster an atmosphere of success.
- Be familiar with all URSU regulations, policies, procedures and guidelines and/or ask for clarification when unsure.
- Transcribe meeting minutes as required including URSU Board Meetings, AGM and other meetings as required.
- Assist with Annual General Meeting as required.
- Compile, develop and maintain a working library of relevant policy and procedures information and motions passed at all meetings.
- Assist Executive Team with research projects and event planning.
- Data entry and invoice filing as required.
- Sale and coordination of services provided by URSU such as: bus passes, fax and printing service, Good Food Box, etc.
- Answer all telephone, email or in person inquiries and direct clients to appropriate staff
- Maintain inventory of office supplies.
- Maintain printers and photocopiers.
- Special order supply items as requested.
- Coordinate service calls for repair or maintenance of all office equipment.
- Assist at the Used Book Store and other URSU events when required.
- Assist all URSU staff and executive in fulfilling their goals and objectives as required.
- Maintain confidentiality at all times with regard to Human Resource issues including payroll, employee files/database and Union issues.
- Perform other duties as required.

Requirements

- High school diploma or GED required
- Current URSU member
- A certificate or diploma in a related field preferred
- Knowledge of a Students' Union/University environment would be an asset
- Demonstrated ability to take initiative, be motivated and work independently or as part of a team
- Ability to organize time, prioritize your workload, multitask and deal effectively in a constantly changing environment.
- Strong customer service and troubleshooting skills
- Able to work well under pressure
- Strong attention to detail
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Demonstrated experience analyzing and resolving customer service and client issues
- Experience in all aspects of customer service and people management
- Ability to analyze and interpret the needs of clients and offer the appropriate options, solutions, and resolutions required
- Must possess excellent communication skills for liaising and communicating with vendors, customers, and internal departments
- Exceptional conflict resolution, negotiation, and objection handling skills
- Able to respond quickly in a dynamic and changing environment



- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment.
- Able to build and maintain lasting relationships with corporate departments, key business partners, and customers
- Able to effectively communicate both verbally and in writing
- High level of proficiency with Microsoft and Google platform software packages
- Proficient use of various office based software especially Google apps
- Expertise in a computerized environment using Apple OS X
- Strong work ethic and positive team attitude

Working Conditions

- Manual dexterity required to use desktop computer and peripherals
- Overtime as required
- Lifting or moving up to 10 lbs may be required



Job Posting – Customer Service Representative

University of Regina Student's Union (URSU) requires a Customer Service Representative (CSR), responsible for serving customers in person, over email, and via the telephone. The CSR will be accountable for dealing with customer complaints, inquiries and processing transactions. The CSR shall follow all URSU procedures and policies when providing customer service. As an URSU CSR, his/her role will exemplify our brand image as an ambassador, and will provide positive brand experiences to all customers.

University of Regina Student's Union (URSU) offers competitive compensation packages, an incredible work environment, and career advancement opportunities.

Qualified applicants should contact University of Regina Student's Union (URSU) at: