

**UNIVERSITY OF REGINA STUDENTS' UNION**  
***POSITION PROFILE***

**Role:** U-Pass Clerk

**Reporting to:** Operations Manager

**Compensation:** \$11.33/hour

***Position Summary***

Reporting directly to the Operations Manager, this position provides assistance in the deployment of URSU's U-Pass program..

The U-Pass Administrator is responsible for the efficient and professional customer service required for students activating or opting out of the U-Pass.

***Qualifications:***

*Education:*

- Must be an active student at the University of Regina

*Knowledge/Skills:*

- Ability to learn assignments/tasks readily & easily
- Knowledge of Google applications including GMail, Google Maps, and Google Drive
- Expertise in a computerized environment using both Apple OS X and Microsoft Windows
- Proficiency in Microsoft Excel and Word programs
- Experience working with extremely confidential material
- Strong organizational and time management skills
- Very strong communication skills
- Excellent customer service skills
- Ability to work under pressure and meet deadlines
- Ability to work effectively, cooperatively and diplomatically with students, staff, committees and the public
- Extremely high aptitude for accuracy and detail, particularly when working with repetitive tasks
- Strong interpersonal skills
- Familiarity with Students' Union/University environment is preferred

*Experience:*

- Data processing and customer service experience in a busy office or customer service environment

### ***Key Responsibilities***

- Processes U-Pass activations and opt-outs in a timely manner with a high degree of accuracy
- Provides all clients and staff with exceptional customer service and support
- Seeks to understand and accurately answer inquiries pertaining to U-Pass, and asks for clarification when unsure
- Maintains a positive and patient demeanour at all times
- De-escalates dissatisfied students using empathy and context-sensitive explanation of benefits of U-Pass
- Escalates irresolvable complaints to appropriate URSU staff
- Assists in sustaining and improving existing procedures, duties, and training for U-Pass personnel
- Arrives at work on time and ready to work. Stays until shift and all time-sensitive work is completed
- Accurately reports time-worked on a daily basis
- Advises the Operations Manager of irregularities in U-Pass operational procedures and capacities
- Special Projects and other duties as required and assigned

### ***Key Accountabilities***

- Provide exceptional customer service
- Accurately update and track U-Pass activations and opt-outs
- Maintains confidentiality at all times with regard to URSU business and student issues

*Last Updated: July 2017*