

FWS Student Customer Service Assistant

Job Summary:

Provides routine customer service to students, staff, faculty and community members in an assigned area. Under the direction of assigned supervisor, student may assist with routine administrative tasks such as answering phones and emails, photocopying, preparing materials, and organizing work areas. This position is looking for a detail-oriented and reliable Federal Work Study Student to supplement department operations.

Essential Functions:

- Answer phones, emails, and in-person inquiries
- Draft, format and edit correspondences, memorandums, and flyers
- Receive and input a variety of student/customer information into computer systems
- Receive, open, sort and route mail
- Prepare and compile packets of materials
- Cleaning and organizing of assigned area

Knowledge of:

- Office Administration/Clerical practices and procedures
- Modern office practices, procedures, and equipment including computers and applicable software programs
- Principles and practices of sound business communication; correct English usage including spelling, grammar and punctuation

Skills:

- Communicating clearly and effectively both orally and in writing
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations
- Operating a computer, enterprise software, spreadsheets, word processing, and other standard office equipment
- Maintaining confidentiality of student/customer files and records