WHAT IS A CUSTOMER SERVICE ASSISTANT?
A Customer Service Assistant (CSA) is a current College of Charleston student who is a part of the front line staff for conference and summer school housing. Customer Service Assistants answer guest questions, check-in/out conference guests, issue keys and maintain all customer service records. Customer Service Assistants are to present a positive image of the College of Charleston by having excellent customer service skills, a pleasant demeanor, helpful disposition and responsive attitude.

SUPERVISION
Customer Service Assistants are under the direct supervision of the Customer Service Director(s) and/or Conference Hall Director(s) and are responsible to the Director of Housing Administrative Services in the Office of Campus Housing.

JOB REQUIREMENTS
• CSAs must be current CofC students or a recent graduate with a cumulative GPA of 2.5 at the time of application.
• CSAs must be in overall good standing at the College of Charleston.
• CSAs must be enrolled for the upcoming semester at the College of Charleston.
• CSAs may take no more than ONE summer school class per summer session.
• CSAs must be able to work April 30 through August 15th.
• CSAs may not hold any other jobs during the conference season. Exceptions must be addressed to the Director of Housing Administrative Services.
• CSAs must be willing to work flexible hours with a possibility of on-call hours.
• CSAs must demonstrate leadership and administrative skills.
• CSAs must participate in a training program. Dates to be determined.
• CSAs must not have been previously terminated from the Office of Campus Housing.
• CSAs must have a recommendation from a previous supervisor or employer, faculty or campus staff member.

EXPECTATIONS
• Be knowledgeable of all College of Charleston, Campus Housing and Residence Life policies.
• Be familiar with services and amenities provided to guests and groups.
• Be able to assess situations in order to take initiative and respond with good judgment.
• Present quality customer service to conference guests, students and visitors.
• Work at minimum 25 hours per week at the Customer Service Desk, in open Residence Halls and/or in the Campus Housing Office (40 Coming Street).
• Work cooperatively as a part of the Summer Conference team.
• Work independently, sometimes under pressure with irregular shirts including evenings and weekends.
• Attend all training sessions and staff meetings arranged by the Customer Service Director(s)/Conference Hall Director(s) and/or Director of Housing Administrative Services.
• Maintain a well-groomed appearance.
• Wear appropriate attire: pants, long shorts, shirt, staff shirts and nametags (shirts and nametags are provided) during normal business hours and all other times when on duty.
RESPONSIBILITIES

- Welcome groups and guests when they arrive on campus.
- Serve as a College representative and resource person for summer guests.
- Serve as a liaison between guests and other Campus Housing staff.
- Conduct campus tours as requested.
- Assist with New Student Orientation.
- Answer and respond to telephone calls promptly.
- Conduct conference key checks of each room and note any deficiencies.
- Count and record key, access card and parking pass codes for group arrival.
- Sort and prepare keys, access cards and parking passes for group arrival.
- Label and organize check-in information for each group or guest.
- Check-in guests to their assigned residence halls.
- Maintain records for each rental item issued from the Customer Service Desk.
- Manage and input work orders and damages into WOOL system.
- Sign in/out Public Safety keys for guests/staff with lost keys.
- Document all complaints and compliments.
- Review and update all roster/registration information prior to check-in.
- Collect and review all check-out envelopes after group departure. Update registration cards according to each check-out envelope.
- Write up post conference walk through forms for Hall Director(s) prior to group check out.
- Assist Conference Hall Director(s) with check-out report after each group departure.

You may also be asked to assist with the following:

- Staff residence hall front desks during peak hours and orientation.
- Make beds for conference guests requesting linens.
- Place amenities (toiletries, telephones, and/or Ethernet cords) in guest rooms prior to arrival.
- Conduct pre and post conference walk through of rooms with Conference Hall Director(s).
- Assume additional responsibilities as identified by the Customer Service Director(s)/Conference Hall Director(s) and Director of Housing Administrative Services.

COMPENSATION

- CSAs will be paid $9.00 per hour, up to 40 hours per week. Any person working over 40 hours per week will be documented. After the 3rd documentation, your employment contract will be terminated.
- A bed space will be available during your employment at a discounted rate of $360 per month. Rent is due by the 1st day of each month. (Living on campus is not required for this position.)

NOTE: Work hours may vary from week to week. Opportunities for additional paid hours may be available but are not guaranteed. Some heavy lifting may be required.