

JOB INFORMATION

Effective Date	5/4/2022
Job Code:	5306
Job Title:	Customer Service Representative
Salary Grade/Structure:	110 - Support Staff
Career Level Name:	S1 - Entry Support
FLSA Name:	Non-Exempt
EEO Code:	40-Clerical and Secretarial
Job Function:	Administrative Support
Job Family:	Admin Support
Job Summary	The Customer Service Representative is responsible for greeting students and visitors in person and on the telephone, and maintaining the organization of the front counter. Disseminates financial aid to students, staff, administration, and outside agencies. This position will be responsible for assisting a high volume of students and interacting on a regular basis with other financial aid staff members to ensure the students receives the appropriate forms, directions, and explanation of financial aid information. This position will be Monday-Friday 8am-5pm totaling 40 hours per week (additional hours during peak times or events; incumbent will have a set schedule but must be flexible to assist the office when needed).

COMPETENCIES

Competencies

Please refer to the UHCL Human Resources webpage for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/Preferred	
High School Diploma or GED		Required	
Associate's Degree		Preferred	

Work Experience

Experience	Experience Details	Required/Preferred	
Less than 3 yrs	One year of office/clerical experience including working with the public.	Required	
Some	Three years of experience working with PeopleSoft.	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred	
-------------------------	--------------------------------	------------	------------------------	--

Knowledge, Skills and Abilities

KSAs	Proficiency
• Must be able to work with all types of personalities and constituencies.	Skilled
• Must have excellent verbal and nonverbal communication skills.	Skilled
• Excellent customer service skills and be customer service oriented.	Skilled

JOB RESPONSIBILITIES

Campus Security Authority

Remote Work Capable

Essential Functions

Essential Function	% TIME
• Disseminates financial aid information to students, staff, and outside agencies.	30%
• Greets students and visitors, in person and on the phone. Directs telephone calls to appropriate staff when needed.	30%
• Assists with organization at front counter.	15%
• Uses financial aid database (PeopleSoft) to assist students.	15%
• Assist in scanning and reviewing documents for accuracy in PeopleSoft.	5%
• Other related duties as assigned.	5%

PRE-EMPLOYMENT

MVR:	No
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Carrying		X				
Pushing		X				
Pulling		X				
Climbing		X				
Balancing		X				

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling		X				
Reaching		X				
Handling			X			
Grasping			X			
Feeling		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Travel Requirements

Estimated Amount	Brief Description