UPD Reception Center Assistant

Job Description

Customer Services

Definition and Purpose:
The Customer Service staff reports to the Customer Service Coordinator and is responsible for operating the Reception Counter, responding to customer inquiries, and performing office functions. This staff also serves as the primary source of information for walk-in and phone customers. This is a demanding, high-volume position with an emphasis on customer service. The Customer Service staff also carries out numerous support functions for the University Police Department. Additionally, employees are expected to provide a safe, enjoyable, professional, service-oriented environment for customers and fellow employees at all times.

Duties and Responsibilities:
- Assist students, staff/faculty, and campus visitors on the phone and in person, making referrals to the appropriate areas as necessary. Be knowledgeable of all divisions and programs of the University Police Dept.
- Responsible for the function and operation of the Reception Counter.
- Responsible for all cashiering functions, including daily bank reconciliation.
- Provide general office assistance (word processing, filing, mailing, data entry, etc.)
- Complete daily assignments, special projects, parking citation appeal form and administrative hearing processing, phone calls, and mailings in an efficient and timely manner.
- Provide positive public relations and program promotion to customers.
- Attend all meetings and workshops of the University Police-Customer Service.
- Provide a welcoming, professional, inclusive environment for students, staff/faculty, and campus visitors.
- Provide a friendly, upbeat, customer service oriented, and professional environment at all times.
- Ensure a safe work environment for all.

Preferred Skills and Experience:
- Previous customer service experience.
- Previous cash handling experience.
- Awareness of University Police Dept. programs and the Parking Rules and Regulations.
- Ability to provide positive customer service.
- Awareness of, and appreciation for, individual uniqueness and diversity.
- Excellent oral and written communication skills.

Education:
Must be a currently enrolled student at Cal Poly.

Compensation:
10-15 hours per week; $ 8.00 per hour. Early morning and night hours required. Excellent experience in a business office, that looks great on your resume.

Note:
Successful candidates for this position have been individuals who are friendly and enjoy working with the public. They work well under pressure and are able to perform multiple tasks simultaneously. They possess excellent communication skills with a solid foundation in conflict resolution. Candidates must be reliable, self-motivated, and work well with minimum supervision.

Employment with this organization is of an “at will” nature, which means that the Employee may resign at any time and the Employer may discharge an Employee at any time with or without cause.