**Customer Service Associate II Standard Job Description**

**Classification Title:** Customer Service Associate II

**FLSA Exemption Status:** Non-Exempt

**Pay Grade:** 5

**Job Summary:**

The Customer Service Associate II is responsible for providing excellent customer service. Responds professionally to incoming customer inquiries in person, by telephone or by email. Welcomes and checks in guests, assisting them with their questions and needs.

**Essential Duties and Tasks:**

**60% Customer Service**

* Serves as the primary contact between customers or clients.
* Responds professionally to incoming customer inquiries in person, by telephone or by email.
* Welcomes and checks in guests, assisting them with their questions and needs.
* Assists customers by explaining products or services.
* Investigates and researches customer complaints and participates in resolving problems.
* May assist in the development of office procedures.
* Establishes a good relationship with customers and anticipates their needs.
* Assists with appointment scheduling.
* Maintains confidentiality of information.
* May balance or receive funds.
* Collects and verifies guest documentation, which may include insurance.
* Acts as a liaison between service area and other units.

**15% Records and Files**

* Performs routine filing and scanning of records.
* Performs data entry and produces reports, as needed.

**5% Policies and Procedures**

* Ensures adherence to policies and procedures consistent with TAMU guidelines.
* May mentor and train Customer Service Associate I’s and/or student workers.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Qualifications**

**Required Education:**

* High school graduation or any equivalent combination of education and experience.

**Required Experience:**

* Three years in general office or clerical work.

**Required Licenses and Certifications:**

* None

**Required Knowledge, Skills, and Abilities:**

* Ability to communicate effectively, both written and verbally.
* Ability to work in a fast pace, high volume environment.
* Knowledge of word processing, spreadsheet, and database applications.
* Strong customer service skills and detail-oriented.

**Additional Information**

**Machines and Equipment:**

* Computer
* Telephone

**Physical Requirements:**

* None

**Other Requirements and Factors:**

* This position is security sensitive.
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU policies, regulations, rules and procedures.
* All tasks and job responsibilities must be performed safely without injury to self or others in compliance with System and University safety requirements.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

[ ]  **Yes**

[x]  **No**

**Does this classification have the ability to work from an alternative work location?**

[x]  **Yes**

[ ]  **No**