**Customer Service Associate III Standard Job Description**

**Classification Title:** Customer Service Associate III

**FLSA Exemption Status**: Non-Exempt

**Pay Grade:** 6

**Job Summary:**

The Customer Service Associate III 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. Oversees service delivery for the department or office.

**Essential Duties and Tasks:**

**60% Customer Service**

* Directs customers or clients to appropriate resources for any issues that may arise.
* 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.
* Explaining products or services to customers.
* Investigates and researches complex customer complaints and resolves problems.
* May assist in the development of office procedures.
* Establishes a good relationship with customers and anticipates their needs.
* Maintains appointment schedules.
* 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.
* May receive the delivery of products.

**15% Records and Files**

* Oversees records management.
* Makes recommendations for process improvement or administrative changes.
* Oversees service delivery for the department or office.
* May perform filing and scanning of records.
* Performs complex data entry and produces reports, as needed.

**5% Policies and Procedures**

* Ensures adherence to policies and procedures consistent with TAMU guidelines.
* Interprets, applies, and explains policies and procedures.
* May mentor, train, and/or supervise Customer Service Associate I and II’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:**

* Five years in general office or clerical work.

**Required Licenses and Certifications:**

* None

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

* Problem-solving skills.
* 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**