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|  | JOB DESCRIPTION  Hourly Staff |

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| **Position Title:** | **Underground Media & Design Customer Service Representative** |
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| **Term of Office:** | September 1 to April 30 |
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| **Supervisor:** | Underground Media & Design Manager & Service Coordinator |
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| **Remuneration:** | Refer to MSU OPERATING POLICY 2.2 - EMPLOYMENT (WAGES) |
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| **Hours of Work:** | 12 hours per week (max), variable |

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| **General Scope of Duties** |
| The Customer Service Representatives are responsible for opening and closing duties, assisting clients over the counter, answers phones, and performs daily billing duties as well as help with production work. |

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| **Major Duties and Responsibilities** | | |
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| **Category** | **Percent** | **Specifics** |
| Customer Service Function | 75% | * Telephone and personal reception * Cash handling duties include but are not limited to: cash, debit, and credit card transactions * Restock shelves as directed by the Service Coordinator * Photocopy customer orders * Ensure that invoices are prepared for payment and are correctly coded * Spiral binding * Front of house computer assistance |
| Cash Reconciliation Function | 5% | * Count the cash float at the beginning and end of each shift, and report any discrepancies immediately to the Service Coordinator * At the end of each shift, prepare a cash deposit as per established policies and procedures |
| Other | 20% | * Perform daily, weekly, and monthly store cleaning under the direction of the Service Coordinator * Attend mandatory staff meetings as scheduled * Other general office duties as directed by the Service Coordinator |

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| **Knowledge, Skills and Abilities** |
| * Skills in verbal communication required to deal with customers and others within the organization * Organizational skills an asset * Background in customer service oriented industry an asset |

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| **Effort & Responsibility** |
| * Must be courteous, friendly, and organized * Able to problem solve and deal with varying personalities * Responsible for dealing with large amounts of cash * Ability to multi-task |

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| **Working Conditions** |
| * The environment has many peaks of frenzied clients who are extremely demanding with an environment that can be noisy and hectic at time. Frequent lifting, including heavy objects such as boxes of paper and final printed products. * Work environment is pleasant but challenging * Periods of training or high activity levels may require customer service representatives to work more than the scheduled weekly hours * Frequent lifting including heavy objects such boxes of paper and final printed products |

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| **Training & Experience** |
| * Experience with cash handling preferred * Experience in a customer service experience an asset |

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| **Equipment** |
| * Computerized POS system * Digital black and white copiers * Digital colour copiers * Fax machines * Power cutter * Scoring machine * Spiral binding machines * Calculator * Computers * Debit / credit machine |