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|  | JOB DESCRIPTION  Hourly Staff |

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| **Position Title:** | **Compass Customer Service Representative** |
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| **Term of Office:** | May 1 to April 30 |
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| **Supervisor:** | Compass Manager and Shift Supervisor |
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| **Remuneration:** | Grade A |
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| **Hours of Work:** | May 1 to August 31 – as operation warrants  September 1 to April 30 – up to 10 hours per week |

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| **General Scope of Duties** |
| The Customer Service Representative is responsible for providing accurate information pertaining to the MSU, University, and surrounding community to service users. The CSR is also responsible for the sale of tickets to concert and campus events, various modes of transportation, and other items available for purchase through Compass and the accurate reporting of sales. |

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| **Major Duties and Responsibilities** | | |
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| **Category** | **Percent** | **Specifics** |
| Customer Service Function | 70% | * Answer and direct personal inquiries from all individuals approaching the Information Desk * Operate the telephone system by answering all incoming phone calls, addressing all inquiries and/or forwarding them, as necessary, to the appropriate individuals within the University * Answer inquiries arriving via email * Sell tickets, merchandise, and provide services ensuring all Compass policies and procedures are followed * Distribute keys for after-hours room bookings within the MUSC as advised by MUSC Administration * Maintenance of Compass bulletin boards and displays |
| Cash/Reconciliation Function | 15% | * Count the cash float, tickets, and merchandise on hand at the beginning and end of each shift to ensure the actual count matches the recorded count. Report any discrepancies immediately to the Compass Shift Supervisor or Manager * At the end of each shift, prepare a cash deposit as per established policies and procedures * Ensure cash and inventory are secured properly to avoid theft or tampering |
| Information Gathering & Dissemination Function | 10% | * Research questions for which Compass has not yet documented the answer * Update both paper and electronic files as new information is introduced * Distribute information from various campus and external groups once approved for distribution * Review and summarize items of information from the various campus media to ensure information disseminated through Compass is accurate and timely * Conduct on-going research of services (i.e. use of internet) * Seek out new contacts and information |
| Other | 5% | * Ensure all duties listed in the Operations Manual are followed * Provide cross training for new staff and update co-workers of new information and sales * Attend mandatory monthly staff meetings where you may be asked to take part in or present new information * Participate in mid-year and year-end evaluation process set out by the Manager and Shift Supervisors * Other duties as directed by the Manager and/or Shift Supervisor |

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| **Knowledge, Skills and Abilities** |
| * Interpersonal skills required to effectively interact with customers * Resourcefulness is required to provide superior information service to the McMaster community * Organizational skills required in order to maintain a steady flow of service * Attention to detail to maintain accuracy in reporting of information and daily shift reports * Knowledge of MSU, McMaster University, and surrounding community required to provide accurate information * Knowledge of word processing, spreadsheet, internet, and email programs required to fulfill many of the customer service functions |

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| **Effort & Responsibility** |
| * Ability to multi-task * Initiative required to seek out new or untapped sources of information or service * Creativity required to effectively promote Compass services and merchandise * Responsibility required to maintain accuracy with ticket recording and sales |

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| **Working Conditions** |
| * Work is performed at the Compass Information Desk, which is an open-air kiosk on the main floor of a busy multi-purpose building * A secure office environment is provided for start/end of shift cash tallies * Periods of training or high activity levels may require Customer Service Representatives to work more than the scheduled weekly hours |

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| **Training and Experience** |
| * Experience in a customer service environment * Experience with cash handling preferred |

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| **Equipment** |
| * Cash register * Computer (e-mail, word processing, internet, excel) * Printer * Calculator/adding machine * Debit/Credit Machine * Meridian telephone system * GO Transit Terminal * Ticket Imprinter * Safe |