



sheridan student union

JOB DESCRIPTION

Position:	Customer Service Representative (CSR)
Reports To:	Assistant Services Manager
Last Updated:	January 2017
Qualifications:	A full-time or part-time day-time student at Sheridan College for all academic years with a GPA of at least 2.5 Must be a student at the campus at which the position is held
Location:	Brampton, Oakville, Mississauga
Pay Rate:	\$11.40/hour
Hours:	Maximum of 10 hours/week

SCOPE AND NATURE

Sheridan Student Union Inc. represents all fee paying students at Sheridan College. We are a student led community enhancing the experience of our fellow students. This is achieved through participation as an active member of the Sheridan community, facilitating opportunities for student leadership, and the creation of strategic partnerships to improve the quality of life on campus. For more information, visit www.thessu.ca

Reporting to the Assistant Services Manager, the Customer Service Representative will be the main contact for all Students' inquiries related to the SSU and our services. The Customer Service Representative works closely with Students as well as SSU Executive and Professional Staff.

Specific Duties Include:

- Answer front line questions regarding SSU services including Health and Dental plan, Off Campus Housing, Emergency Food Resource, Legal Resource, Graduation Photos and any new and up incoming services.
- Promote to students coming in the office all the SSU services
- Inform students and promote services offered by SU by showing what we offer, how to use the service, and the features and benefits of the service.
- Ensure all emails and voicemail on general inquiries are answered within 48 hours of inquiry and any serious issues are escalated to the Service Manager especially with regards to health and dental inquiries.
- Recording a detailed daily log of completed tasks, pending tasks, student inquiries, and student feedback.
- Maintain courteous business etiquette
- Arrive for all scheduled shifts on time.
- Give sufficient notice to the Assistant Services Manager if a shift cannot be filled.

- Wear provided uniform for every scheduled shift.
- Stay stationed at the front desk during shift, keeping socializing to a minimum.
- Provide effective, detailed descriptions of tasks and proper communication with all Customer Service Representatives.
- Daily completion of a detailed Pending Tasks log to keep track of all responsibilities.
- Distribute SSU Handbooks to students looking to pick-up the current year's SSU Handbook (Agenda).
- Prepare envelopes and way bills for Health and Dental claim forms for weekly courier pick-up.
- Responsible for SU Board Room which include tasks such as the set-up of the boardroom, confirm bookings with staff, students and faculty, and making sure equipment is in order
- Enforce SSU Boardroom booking policies and ensure SSU Bookings to students, faculty and staff are made under the guidance of the Boardroom Booking Policy and that this is communicated to individuals booking the SSUI boardroom.
- Responsible for the booking of the SU Clubs/Resource Room.
- Coordinate the Clubs/ Resource room bookings with the Clubs Coordinator to ensure all policies are being met.
- Booking and coordinating college classrooms, boardrooms, and tables for SSU Clubs, SSU Executives and SSU Staff.
- Booking and coordinate table bookings for SSU Clubs and SSU staff and executives.
- Assist students with fax, laminating, and binding services.
- Print Monthly Schedule for Student Union Lawyer and manage all student appointment bookings for the Student Union lawyer.
- Emailing SU lawyer informing him of student appointments.
- Coordinating appointments between students and the SU Lawyer.
- Work with all team members in a fair and respectful manner in accordance with legislation and SSU Policy and Procedures. Contribute ideas in relation to operational efficiency and service standards and make recommendations to the Assistant Service Manager and CSR Lead Work with the CSR Lead to gather and analyse feedback on services provided to students.
- Work with the CSR Lead Generate ideas on promotion of and improving services offered to students.
- Cleaning and tidying of office and kitchen space.
- Keep track of coffee inventory in the office kitchen.
- Send request for coffee orders when needed.
- Cleaning and tidying of CSR work desk.
- Keep all CSR records and paperwork up-to-date.
- Print and stock all front reception.
- Receive, pick-up mail and take mail for staff members (in the office) down to the mailroom.
- Coordinating and sorting interoffice mail.
- Ensure mail is given to the appropriate staff member in a timely manner.

- Approve posters for staff, faculty, and students and keep a record of all completed Poster Approval Forms in Poster Binder.
- Ensure that all posters follow the guidelines of the SU Posting Policy that is included in the Poster Binder.
- Coordinate booking of equipment in the office.
- Mandatory attendance at all relevant training and monthly team meetings.
- Perform other duties as assigned throughout the year by the Assistant Service Manager, Service Manager and CSR Lead

Required Qualifications

- Full-time or part-time day Sheridan Student for all academic years and maintain a minimum 2.5 GPA
- Excellent communication, organizational and customer service skills
- Ability to handle confidential information in a professional manner
- Enthusiastic, punctual and professional
- Ability to deal effectively and courteously with the Sheridan Community
- Proficient with computer software
- Desire to work with groups of students in diverse settings

[Please submit your application online at thessu.ca/jobs](https://thessu.ca/jobs) by February 28th

If your start date is May 1st, your mandatory training will be held on May 1st, details to be shared by your manager.

If your start date is in August or September, your mandatory training is in the week of August 21st, details to be shared with you by your manager.

Extra hours are available by working our Annual Residence Move in August 21 and September 2, 2017. We thank all applicants for their interest; however, only qualified candidates will be contacted for an interview. *Please no phone calls.*

The Sheridan Student Union welcomes diversity in the workplace and encourages applications from all qualified individuals, including visible minorities, Aboriginal People, and persons with disabilities. To request any accommodations you may require in order to participate in the recruitment process (including alternate formats of materials or accessible meeting rooms) contact ssuhr@sheridancollege.ca to discuss your needs.