Student Customer Service Representative (SCSR)  
Bronco Jobs ID# 14285607

Summary of Position:
Housing and Residence Life is looking for 1-2 students to assist in covering the main service desk for the department. The Student Customer Service Representative is the primary contact for customer service for Housing and Residence Life. The position involves extensive customer service working with Housing and Residence Life staff, Boise State University staff and faculty, and outside agencies.

Minimum Eligibility Requirements:
- Enrolled as a full-time student at Boise State University for the duration of their employment
- Minimum cumulative and semester grade point average of 2.3.
- All BSU employees must pass a background check before they can be hired and begin working.
- Available to work between 10am-4pm on week days. Specific hours will be discussed during the interview process.
- Be a self-starter who can work independently with minimal supervision, but also work effectively as part of a team.
- Must be in good standing with the University and Housing and Residence Life.
- Have a high level of comfort with multiple technologies (THD, Microsoft Suite, etc.).
- Strong attention to detail.

Preferred Qualifications:
- Experience living in University Residence Halls or Apartments.
- Good organizational and time management skills (able to work on multiple projects at a time).
- Ability to remain positive and upbeat in a sometimes hectic work environment.
- Experience in a call center or customer call handling environment.

Duties & Responsibilities:
Responsibilities vary depending on the day and time of year. In general, time will be spent as follows:

<table>
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<tr>
<th>% Of Work</th>
<th>Task</th>
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<tbody>
<tr>
<td>60</td>
<td>Explain housing philosophy, application, pricing, assignment process, describe facilities to prospective residents/parents, and make appropriate referrals to other campus resources over the phone, via email and in person.</td>
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<tr>
<td>25</td>
<td>Conduct housing facility tours to prospective students and family.</td>
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<td>10</td>
<td>General administrative office duties: faxing, filing, typing, scheduling appointments, etc.</td>
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<td>5</td>
<td>Other duties as assigned: assisting staff with projects, event attendance, etc.</td>
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Compensation:
Salary is $7.50 per hour for approximately 10-15 hours per week. All positions are non-work study.

Application Process:
Candidates who are interested in applying for this position should complete the online application on BroncoJobs.

Boise State University Housing and Residence Life does not discriminate on the basis of race, religion, gender, sexual orientation, or disability.