

University of Houston – Clear Lake

Position Description

Job Title: **Customer Service Representative**

Job Code: **5306**

Pay Grade: **070**

FSLA: **NE**

Location: **UHCL**

Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	High school diploma or GED.	
Experience	One year office/clerical experience to include some customer service and one year experience with automated system.	
License/Certification		

This position may be security sensitive requiring a background check of the final candidate.

POSITION SUMMARY

Is the first contact and primary source of general information to visitors to the Office of Admissions. Provides appropriate information and responds to inquiries from students, faculty, staff, and visitors concerning current university and office policies, requirements and procedures and makes referrals to appropriate staff or offices when necessary. Places, maintains and removes encumbrances on student records. Updates address changes directly into PeopleSoft. Completes other duties as assigned by the Director of Admissions and Associate Director of Admissions.

Duties and responsibilities

% Time

Prioritizes information requests received by phone, mail, e-mail, fax, academic departments and recruiting activities, determining which requests should receive the quickest response; decides which materials should be sent based on the information requested; performs daily and weekly downloads from prospect data base to PC for mail merge production of letters and labels. Inputs prospect data into the inquiry tracking system (ITS). Prepares domestic and international mailings to prospective students such as application packets, catalogs, and class schedules. Prepares mailings to universities, corporations, libraries and organizations that request program and admission information. Maintains database of requests from these groups for automatic mailing when new materials are published.	50
Answers incoming calls from multiple phone lines and routes them to appropriate office or personnel. Must stay informed of office and university calendar, events, policies and procedures and be able to respond accurately to phone inquiries; returns phone mail from telephone mail boxes and responds appropriately.	30
Tracks phone and mail responses to direct mail, marketing and advertising efforts based on coded request cards and phone tree options. Keeps statistics on information requests by mail, email, fax and the telephone. Prepares monthly reports for the Assistant Director for External Communications and Special Projects.	10
Sorts and distributes incoming mail to admissions and records personnel. Monitors postal costs and regulations and informs supervisor of any changes. Acts as liaison with mailroom and coordinates bulk mailing or other large mailings with mailroom personnel.	10

This position description describes the general qualifications, duties and responsibilities of work being performed.