**URC Customer Service Representative**

URC Customer Service Representative will work under limited supervision of URC and Director of URC, duties may include, but are not limited to:

* Providing comprehensive customer service to the EWU center users.
* Checking participants into the facility.
* Collecting/filing participant paperwork.
* Assisting participants with the completion of waivers/releases.
* Serving as a resource regarding facility policies
* Answering the telephone and effectively responding to customer inquiries.
* Assisting participants with membership issues.
* Enforcing facility policies including, but not limited to dress code, extra items, etc.
* Performing daily and weekly cleaning tasks
* Performing other related tasks as assigned

This position will report to URCand Director of URC

This position will work up to 19 hours per week and this position will require some night and weekend work.

**Qualifications:**  
Applicants must have excellent customer service and interpersonal skills.  
  
Applicants must have a professional demeanor and the ability to effectively communicate with a diverse population via phone, in-person, or electronic communications.

Applicants must be able to manage conflict, collaborate and work effectively both independently and as a member of a team.

Applicants must be able to work independently, reliable, responsive, organized, sensitive to the needs of a diverse population, willing to take direction, follow guidance, and complete work unsupervised in a timely manner.

**Preferred Qualifications:**

Certification in Basic First Aid/CPR/AED preferred.

**Student employees are subject to EWU’s employment Policies and Procedures and the EWU Student Code of Conduct. As a student employee, you are expected to adhere to both. Please be advised that violations of the EWU Student Code of Conduct may affect your employment on campus, even if the conduct occurs beyond the scope of your job responsibilities.**

**All new employees must comply with EWU immunization Policy 602-02 and provide proof of immunity or vaccination to MMR and proof they are fully vaccinated before beginning work at EWU. Waivers for the immunization requirements are available for medical or sincerely held religious beliefs.**

**This position, during the course of university employment will be involved in the receipt of, or accountability for, university funds or other items of value; as well as the unsupervised access with the developmentally disabled, vulnerable adults or children under the age of 16. The offer of employment is contingent upon successful completion and passing of a background check prior to beginning employment.**

**Salary Range A**