Position Description

Position Title: Customer Service Associate-Housing
Department: Student Housing
Position Code: 10513
Date Prepared: 9/24/14
FLSA Status: ☐Exempt ☒Non-Exempt

Full Time: Yes ☐ No ☒

JOB SUMMARY:
The Customer Service Associate-Housing is responsible for maintaining communication with current and prospective residents who are attending SBTS and Boyce College.

ESSENTIAL JOB FUNCTIONS:
The employee in this position will have the following essential job functions:

- Communicate with prospective residents concerning rates, availability and status
- Participate in daily activities of the Student Housing Office including answering phones, responding to walk up questions and requests, taking maintenance requests, conducting lease signings and check-outs, answering emails, opening and closing the office
- Process housing applications, assign housing units and process confirmations
- Give tours of on-campus housing units

Performs other duties as may be assigned by supervisor.

EDUCATION:
The person in this position should have some college education.

EXPERIENCE:
The person in this position will have basic word processing and spreadsheet skills. Experience with Jenzabar is helpful, but not required. The person in the position will have a good phone demeanor and be able to manage a number of details at once.

SUPERVISION:
The person in this position will supervise no one.

The person in this position will report to the Manager of Student Housing.
WORK ENVIRONMENT:
The person in this position will work in the Student Housing Office. It is a busy office environment, particularly when classes are not in session. The person will also be walking to various apartment buildings on campus and may be asked to assist in moving furniture.

EQUIPMENT:
The person in this position will use the following equipment: Microsoft Office, able to lift at least 40 pounds consistently.