

Customer Service Assistant (part-time, miscellaneous wage)
Facilities, Real Estate, and Auxiliary Services

Description
The customer service assistant (CSA) provides exemplary customer service to the UD community. This position is a liaison between the customers and the departments that serve them. A CSA is committed to providing courteous, professional and knowledgeable customer service via telephone, two-way radio, email and other communications from the campus community regarding University facilities. CSAs provide customers with information; create work orders; dispatch technicians; and research & update pertinent information for customers and managers.

Requirements
Requires the ability to communicate effectively with a diverse constituency, using multiple means, especially telephone, two-way radio and email. Requires demonstratable strength in business and collaboration software such as Outlook, Excel, Word, Teams, and SharePoint and their google equivalents. Preferences include dispatch center or call center experience; CMMS experience such as Maximo; and knowledge of mechanical & electrical equipment and building systems.

Hours
Preference given to availability and schedule flexibility. Expected shifts may include holidays, weekends, evenings, or regular hours. Hourly rate is competitive and dependent on qualifications. The number of daily and weekly hours will vary depending on operational needs.

Compensation
This is a part-time, non-benefitted position. Pay rate dependent on experience.

Apply
Submit a current resume, one-page cover letter, and names, addresses, and telephone numbers of at least three references to facilitiescsa@udel.edu. In your submission, include any scheduling considerations that affect your daily, monthly and seasonal availability for work.

Employment offers will be conditioned upon successful completion of a criminal background check. A conviction will not necessarily exclude you from employment.

The University of Delaware is an Equal Opportunity Employer which encourages applications from Minority Group Members and Women. The University’s Notice of Non-Discrimination can be found at http://www.udel.edu/aboutus/legalnotices.html