

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

Description

The customer service assistant provides exemplary customer service to the UD community. This position is a key link between the customers and the departments that serve them. You must be 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. You will 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 competency in business software. Preferences include dispatch center or call center experience; CMMS experience such as Maximo; and knowledge of mechanical & electrical equipment and building systems.

Compensation

This is a part-time, non-benefitted position that requires extremely flexible work availability. 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.

Apply

Submit a current resume, one-page cover letter, and names, addresses, and telephone numbers of at least three references to ptsc@facilities.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>