

WEBSTER UNIVERSITY HOUSING AND RESIDENTIAL LIFE
SUMMER RESLIFE CUSTOMER SERVICE ASSOCIATE (CSA) JOB DESCRIPTION

QUALIFICATIONS

- Be a full-time student of Webster University during the academic year. You are not required to be enrolled in summer classes. Students that graduate in May 2012 are not eligible.
- Display superior customer service abilities in addition to strong interpersonal and communication skills.
- Demonstrate an ability to initiate various tasks and a willingness to accept responsibility.
- Display an enthusiastic and positive attitude about the on-campus residence halls and campus.
- Must be reliable, flexible, and punctual.
- Maintain a professional, neat appearance and a positive demeanor.
- Be able to move furniture and equipment (with assistance).
- Must uphold and abide by all Residential Life, University, federal, state and local regulations and policies.
- Must attend staff training in May, in addition to required meetings throughout the summer.

RESPONSIBILITIES

Assist with the overall day-to-day administration and customer service functions of the Department of Housing and Residential Life. Tasks include:

- Administrative tasks such as filing, faxing, copying.
- Log and track incoming packages and resident mail.
- Process and track maintenance work orders.
- Professionally answer telephones and questions from residents, prospective students, and parents.
- Remain informed about Housing and Residential Life and Webster University in order to effectively answer questions and provide assistance to customers.
- Staff the office in the absence of professional staff.
- Complete projects and tasks as assigned by professional staff.
- Keep office area clean and neat in appearance.
- Maintain a professional atmosphere in the office area.
- Must demonstrate strict adherence to confidentiality in all matters concerning the Department of Housing and Residential Life.
- Know and follow the proper steps in case of an incident or emergency during your shift.
- Work to support the goals and mission of the department concerning superior customer service, marketing, and health/safety/academic education.
- Enforce Residential Life, University, federal, state and local regulations and policies as needed, and report violations.

ACCOUNTABILITY AND TERMINATION

- CSAs are directly supervised by the CSA Student Supervisor and indirectly by the Assistant Director of Housing.
- Staff members who fail to meet the minimum requirements of the position will be taken through the Corrective Counseling process.

REMUNERATION

- \$7.50 and up per hour
- While other summer staff positions include compensated housing, the CSA position does not.

CONTRACT DATES

Summer 2012

- Start date: Monday, May 14, 2012
- Summer All-Staff Meeting: Monday, May 14, 2012, at 12pm
- Training and additional meetings will be scheduled after staff is hired
- End date: Friday, August 10, 2012

Questions? Contact Katie Knetzer, Assistant Director for Housing, at mccombka@webster.edu or 314-246-2031.