TITLE: SERVICE CENTER COORDINATOR – TECHNICIAN
DEPARTMENT: TITAN SHOPS – GENERAL MERCHANDISE DIVISION
REPORTS TO: TECHNOLOGY & SUPPLY MANAGER
HOURS: PART-TIME (UP TO 25 HOURS PER WEEK)
COMPENSATION: $13.00 - $15.00/PER HOUR
FLSA STATUS: NON-EXEMPT

POSITION SUMMARY:
Under the direct supervision of the Technology and Supply Manager, the Titan Tech Service Center Coordinator will be responsible for providing excellent customer service in the Service Center, oversee the progression of computer diagnostics & repairs, and ensure timely and professional follow-up with students, faculty, and staff. Additionally, the Service Coordinator will help ensure general maintenance of the Titan Tech Service Center and Student Genius Corner, ensure certification requirements are met, and assist with monthly marketing activities. Must be self-driven to make improvements to the Titan Tech Service Center, as well as identify and implement new ideas. Please note that this is not a student assistant position.

OUR MISSION:
As a division of the CSUF Auxiliary Services Corporation, the mission of Titan Shops is to support the academic goals and strategies of California State University, Fullerton. Titan Shops is dedicated to providing students, faculty, staff, alumni, and fans with excellent customer service by offering quality products at competitive prices, while identifying new ways to enhance the campus community. All proceeds from Titan Shops operations are used to fund programs and services benefitting CSUF.

OUR ASSOCIATES:
Titan Shops associates must sincerely agree with and believe in our mission and strive to deliver the Titan Shops Experience to our customers. The following qualities and characteristics are essential to an associate’s ability to deliver the Titan Shops Experience and support our mission:
1. Positive attitude and genuine desire to assist people.
2. Willingness to learn and adapt to new challenges.
3. Respect for customers and fellow co-workers.
4. Initiative and a strong work ethic.

ESSENTIAL FUNCTIONS:
- Provide excellent customer service to general public, alumni, and campus community. This includes in-person, over the phone, and e-mail interactions.
- The Titan Tech Service Center Coordinator will be evaluated on productivity, workflow of repairs, and timely follow-thru with customers. Also evaluated on attendance and tardiness.
- Work with other Service Technicians to facilitate hardware and software repairs within a specified period of time.
- Assist with software installation packages for recommended computer configurations.
- Perform troubleshooting techniques and diagnostics, test equipment, and provide resolutions for repairs.
- Use available resources to research repair parts, maintenance history, and schematics to resolve technical issues.
- Provide estimates on time and cost associated with computer repairs. Properly document and log all progress.
- Test/recommend parts and tools needed to stock Service Center.
- Recommend products to customers that best match their needs. Demonstrate and sell computer hardware, software and/or related items. Communicate estimates and general information to
customers. Accurately complete required database forms for order, sale and delivery of merchandise.

- Cross train at cash registers, and remain informed on merchandise assortments and category trends.
- Work with the Technology & Supply Manager to implement monthly marketing strategies for the Service Center.
- As needed, assist other team members in the General Merchandise division to accomplish daily tasks.
- Assist with bi-annual general merchandise inventories upon request.
- Other duties as assigned.

**MINIMUM QUALIFICATIONS:**

- Some technology retail experience.
- Excellent organization, communication and customer service skills.
- Ability to think critically and assess problems with computer systems.
- Skills with specialized equipment and schematics used to diagnose technical issues.
- Basic knowledge of networking, and/or system software products specific to assignment.
- Ability to perform tasks of position in a high-paced environment.
- Ability to meet deadlines, provide accurate information and follow through on customer requests in a timely manner.
- Skill in both verbal and written communication.
- Microcomputer experience (PC and MAC)
- Microsoft Word, Microsoft Excel, and Microsoft Outlook.
- General Office skills (copy machine, e-mail, fax, filing, and phone).
- Computer typing skills, 30wpm.
- Apple Authorized Certification Exams (on-job)
- Online Apple Sales Training
- A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the ASC. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current ASC employees who apply for the position.

**EDUCATION:**

High School Diploma or equivalent; Some college courses desired

**PHYSICAL DEMANDS:**

Ability to bend and reach overhead on a daily basis; requires lifting 25 lbs. occasionally.

**APPLICATION PROCEDURE:**

To be considered an applicant, you must apply through our online applicant portal found on the following site:

[http://asc1app.fullerton.edu/Finance/applicant/public/default.aspx](http://asc1app.fullerton.edu/Finance/applicant/public/default.aspx)

If you are a qualified individual with a disability or a disabled veteran, you have the right to request an accommodation if you are unable or limited in your ability to use or access our career center as a result of your disability. To request an accommodation, contact a Human Resources Representative at ascemployment@fullerton.edu.

CSU Fullerton Auxiliary Services Corporation is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other characteristic protected by applicable federal, state, or local law.