POSITION ANNOUNCEMENT

TITLE: SERVICE ASSOCIATE
DEPARTMENT: TITAN SHOPS - CASHIER
REPORTS TO: CUSTOMER SERVICE SUPERVISOR
CLASSIFICATION: SEASONAL PART-TIME (10-20 HOURS PER WEEK)
SALARY RANGE: $9.00/PER HOUR
FLSA STATUS: NON-EXEMPT

POSITION SUMMARY:
Under the direction of the Customer Service Supervisor, service associates are responsible for providing great customer service, working the register, and helping out other departments in the store when needed.

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.
5. Good moral character.

ESSENTIAL FUNCTIONS:
1. Provide excellent customer service to our customers while being a great representation of Titan Shops and the ASC.
2. Operate the cash register in an accurate and efficient manner while using the proper cash handling techniques.
3. Maintain tidiness and cleanliness standards of your work area.
4. Evaluated on attendance, tardiness, and accuracy.
5. Responsible for being proactive in assisting other departments in the store.
6. Other duties assigned.
MINIMUM QUALIFICATIONS:

Experience:
1. Cash handling and cash register operation preferred but not required.
2. Good customer service skills.

Knowledge:
1. Must be customer service oriented and a team player.

Education:
1. High school diploma or equivalent.

Requirements:
1. Strong communication skills.
2. Daily attendance.
3. Must have Titan Card at all times.

Physical Demands
1. Infrequent lifting of 20-40lbs.
2. Long periods of standing.

EDUCATION:
High school diploma or equivalent.

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

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.