POSITION ANNOUNCEMENT

TITLE: SERVICE ASSOCIATE
DEPARTMENT: TITAN SHOPS - ESERVICES
REPORTS TO: ESERVICES SUPERVISOR / ESERVICES MANAGER
CLASSIFICATION: SEASONAL(AUGUST/SEPTEMBER) PART-TIME (20 HRS/WK)
SALARY RANGE: $9.00/PER HOUR
FLSA STATUS: NON-EXEMPT

POSITION SUMMARY:
Under the direction of the eServices Supervisor and Manager, the eServices Service Associate is responsible for processing online orders and updating the online inventory of merchandise and technology products. This position will be responsible for providing a high level of service to both online and in-store customers through effective use of phone, email, and sales floor support.

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. Demonstrate good organization and time management skills in a fast paced environment.
2. Organize pick lists, approve, package, and ship orders.
3. Ensure that orders are processed quickly and accurately.
4. Practice proper package handling techniques.
5. Demonstrate excellent team communication skills.
6. Provide professional phone, email, and in-person support to customers and employees.
7. Formulate and express clear and accurate responses to customers’ inquiries.
8. Develop proficiency with Titan Shops’ order fulfillment and inventory system.
9. Other duties assigned.
MINIMUM QUALIFICATIONS:

Experience:
1. Strong written communication skills.
2. Phone and email etiquette.
3. Good customer service skills.
4. Retail, specifically online, experience preferred.

Knowledge:
1. Must be customer service oriented and a team player.
2. Knowledge of web design a plus.

Education:
1. High school diploma or equivalent.

Requirements:
1. Must be available days, evenings, and weekends.
2. Strong communication skills.
3. Daily attendance.
4. Must have Titan Card at all times.

Physical Demands
1. Infrequent lifting of 20-40lbs.
2. Long periods of standing.
4. Seeing, hearing, and speaking.
5. Frequent computer use.

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.