May 25, 2016

POSITION ANNOUNCEMENT

TITLE: eServices Service Associate
DEPARTMENT: Titan Shops
REPORTS TO: E-Services Supervisor / E-Services Manager
HOURS: Seasonal part-time, 20 hours per week
SALARY RANGE: $10.00 per hour
FLSA STATUS: Non-exempt, non-benefitted

POSITION SUMMARY:
E-Services is a fast-paced work environment in which every employee is an important asset to completing daily tasks. Under the direction of the supervisor and manager, the E-Services service associate is responsible for processing orders. Associates will be performing basic duties while providing the highest level of phone, email, and in-person customer service in a team-oriented environment.

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. Interact professionally, formally, and kindly with in-store customers.
2. Formulate fair and accurate responses to customer inquiries.
3. Sort and pack textbooks/merchandise for online orders.
4. Maintain accurate and detailed notes in regards to individual orders.
5. Confirm that items ordered and shipping receipts match.
6. Ensure the proper shipping of orders.
7. Verify that proper packing and office supply inventory quotas are met.
8. Demonstrate excellent communications skills within the team.
9. Develop proficiency with inventory systems.
10. Demonstrate reliable organization and time management skills in a fast-paced environment.

MINIMUM QUALIFICATIONS:

Experience:
1. Strong written communication skills.
2. Confidence in interpersonal and electronic communication.
3. Effective customer service skills.
4. Retail, specifically online, experience preferred.

Knowledge:
1. Must be customer service oriented and a team player.
2. Experience with website design, Photoshop, photography welcomed but not necessary.

Education:
1. High school diploma or equivalent.

Requirements:
1. Lift and carry up to 35 pounds.
2. Stand for long periods.
3. Bend at the waist and kneel for short periods.
4. Tolerate minimal exposure to loud noises.
5. Climb ladders.
6. Carry Titan Card at all times.

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.