

Job Description

Job Title:	Customer Service Representative
Department:	Parking Services
Reports To:	Manager, Parking Services
Jobs Reporting:	None
Salary Grade:	USG 4
Effective Date:	February 2018

Primary Purpose

This position is responsible to the Manager of Parking Services for providing outstanding customer service to the University populations as well as visitors to campus. The incumbent will process all requests for parking permits on the Parking software AIMS.

This position is responsible to independently resolve problems that relate to parking regulations on campus providing information to persons who were in contravention of the UW Traffic and Parking Regulations.

Key Accountabilities

<p>Customer Service</p> <ul style="list-style-type: none"> • Providing over the counter and telephone customer service • Provides information to persons using facilities on campus for weddings, retirements and so on as to cost and appropriate parking lot to suit their needs
<p>Data Entry</p> <ul style="list-style-type: none"> • Data entry of parking applications for faculty, staff and students on AIMS as well as visitor parking
<p>Finances</p> <ul style="list-style-type: none"> • Balancing and preparation of all money for deposit to the bank • Monthly mailing of invoices and follow up information to customers regarding outstanding amounts owed to Parking Services

Required Qualifications

<p>Education</p> <ul style="list-style-type: none"> • High School Diploma
<p>Experience</p> <ul style="list-style-type: none"> • Experience working in an office environment • Previous cash handling experience
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none"> • Strong customer service skills. • Demonstrates aptitude for detailed work and able to work with minimum supervision. • Excellent data entry skills and strong experience with Microsoft Word, Excel, and AIMS • Excellent interpersonal, organizational, and time management skills. • Able to work independently and as part of a high functioning team within a fast-paced and deadline oriented environment.

Job Description



- Strong communication and problem solving skills to handle sensitive and difficult situations effectively.
- Ability to work evenings and Saturdays when required during peak periods.
- Possess extensive knowledge of internet browsers, search engines and web design administration an asset.
- Proven strengths will include the ability to learn, create and integrate new procedures and systems.
- Demonstrated ability to work under pressure conditions to meet tight deadlines.

Nature and Scope

- **Contacts:** Internally communicates with faculty, staff, and students. Communicates externally with visitors to campus.
- **Level of Responsibility:** Responsible for providing exceptional customer service, to data enter all parking applications and for the accurate recording of payments of the same.
- **Decision-Making Authority:** Minimal
- **Physical and Sensory Demands:** Minimal physical demands, primarily operating within an office environment. Possibility for multiple interruptions and competing priorities on daily basis. Requires close attention to detail, thoroughness, and accuracy.
- **Working Environment:** Involves moderate physical or psychological risk resulting from disagreeable or uncomfortable conditions. This is due to the potential exposure to emotionally disturbing interactions with people who are upset, angry, abusive, and aggressive. Some weekend and after hours work is required during the peak periods.