

Job Description

Job Title:	Customer Service Coordinator
Department:	Cheriton School of Computer Science
Reports To:	Assistant to the Director
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	February 2021

Primary Purpose

The Customer Service Coordinator is the first point of contact in the School of Computer Science (SCS) for all faculty, staff, students and visitors and will be expected to solve problems that may arise for students, staff, faculty and visitors. The incumbent plays a critical role in triaging inquiries ensuring people are directed to necessary supports.

The Customer Service Coordinator is accountable to the Administrative Supervisor for all responsibilities related to the day-to-day operations of the School of Computer Science office including front desk, various administrative functions, event planning, resource management as well as providing general administrative support to assigned faculty members and their research group.

Key Accountabilities

Office Administration

- Maintains an orderly front desk ensuring confidentiality of files and documents
- Responsible for day-to-day administrative support for the School and general support for researchers and research groups. This support may include faculty correspondence, preparing print requisitions for courses and exams
- Answers phones, taking messages, directing calls and answering general inquiries
- Actively listens and presents solutions to solve problems that may arise for students, staff and faculty members
- Maintains inventory of supplies completing, processing and maintaining paperwork for purchasing
- Maintains School's mailboxes; distributes incoming mail; arranges courier deliveries
- Initiates work requests for Plant Operations regarding repairs, maintenance and custodial service
- Maintains bulletin boards, assignment boxes, office door signage and cabinets
- Provides departmental training and service for departmental printing and A/V equipment as required
- Manages travel and accommodation arrangements for faculty, research groups, visitors and graduate students
- Assists the School Executive and Administrative Supervisor as needed

Financial Management

- Prepares expense claims including travel and expenditure reimbursement for faculty, postdocs, graduate students and visitors of assigned faculty in compliance with University Policy and Tri-agency granting requirements
- Ensures availability of supporting documents and approvals for expenditure from the relevant faculty members
- Remains current on knowledge of all policy requirements; attends regular training sessions
- Instructs and assists faculty, post-doctoral fellows and graduate students in the use of the online expense reimbursement system

Job Description



- Responsible for School of Computer Science P-card and WATCARD ensuring purchases are with University policies.
- Reconciles P-card purchases using the University's online system for financial approval

Resource Management

- Responsible for allocating School of Computer Science resources (meeting rooms, classrooms, seminar rooms, equipment) in accordance with the School's mandate using discretion and good judgement in handling requests
- Interprets problems and concerns and taking action to resolve (e.g. ensuring resources are in good working order; initiating repairs as required; inventory control)
- Responsible for booking the School of Computer Science's parking spots using discretion and good judgement in handling requests
- Responsible for School telephones, including ordering cell phones, installing, changes and reconciliation of charges
- Maintains office equipment and handles maintenance or repair including processing requests for repair; for example photocopiers and printers
- Maintains the key and fob control systems for the School of Computer Science

Event Planning

- Organizes meetings, workshops, seminars and colloquia including preparing advertisements, catering, A/V equipment
- Responsible for ordering convocation gown rentals for the School of Computer Science during the two convocation events
- Responsible for planning and assisting with events in the School of Computer Science including venue, catering, announcements and gift purchase

Customer Service

- Greets and directs students, staff, faculty, visitors etc.
- Provides professional, timely, accurate and exceptional customer service to all students, staff, faculty, visitors etc. This involves an awareness and sensitivity to a variety of issues that may cause disruptions, challenges in the office or on the telephone
- Provides suitable triage and refer specific inquiries or difficult/complex queries to the attention of the appropriate individual
- Directs individuals in crises to appropriate resources

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- High School diploma required, with some post-secondary education preferred.

Experience

- 3 years administrative support experience preferably in an academic environment
- Experience with financial reconciliations
- Customer service experience working with a variety of unique situations in an environment of constant change

Knowledge/Skills/Abilities

- Proficiency in Microsoft Office applications

Job Description



- Excellent communication and interpersonal skills
- Concur experience is preferred
- Experience with web content management software is preferred
- QPR or ASIST training is preferred

Nature and Scope

- **Contacts:** Position requires communication with internal and external contacts to obtain, clarify and discuss information, and to receive instructions. Contact groups and individuals include, but are not limited to: Staff, Students and Faculty members within the School, Telephone Services, IST, Dean of Mathematics Office, Procurement, Plant Operations, Central Stores, Catering, Vendors and Suppliers, Accommodations, Research Associates and industry visitor.
- **Level of Responsibility:** This position has specialized work with minimal supervision and provides guidance to others. The incumbent is accountable for providing necessary information to faculty members regarding accounts; however, the overall accountability for the research accounts and associated expenditures rests with the faculty.
- **Decision-Making Authority:** Moderate decision-making including decisions on priorities given multiple deadlines and demands
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment. Incumbent maintains accuracy with frequent interruptions
- **Working Environment:** Regular working hours. Occasional evening work on average 2 days/year