



Savannah State University Position Description – Customer Service Assistant

POSITION DESCRIPTION

Position Title: Customer Service Assistant FLSA Status: Non Exempt
Reports to: Administrative Specialist/ Coordinator
Department: VP Fiscal Affairs
Date Prepared: June 2008

BASIC FUNCTION

This position is responsible for serving customers and providing clerical support in the Office of Fiscal Affairs.

NATURE & SCOPE

Reporting to the Administrative Specialist in the Office of the Vice President for Fiscal Affairs this position is responsible for providing a broad range of clerical support functions to the Fiscal Affairs area. The incumbent is often required to operate facsimile machines, photocopiers, telephones with multiple lines and voice mail.

PRINCIPAL ACCOUNTABILITIES

- Greet visitors, provide assistance or direct to appropriate personnel
- Answer telephone and direct call to appropriate staff.
- Open, sort, date stamp and distribute incoming mail
- Maintains a log of all check and purchase requisitions submitted
- Maintains a log of all travel authorizations submitted and assigns travel authorization numbers.
- Maintain log of all checks mailed
- Issue payroll and reimbursement checks to University employees.
- Mail checks to vendors for payment of purchases or services
- Other duties assigned by supervisor

SPECIALIZED KNOWLEDGE AND EXPERIENCE REQUIRED

High school diploma and two years of college in a business related field. One year of customer service experience is preferred, but not required.