

Title: Hub Customer Service Staff

Purpose:

The HUB's customer service representative is concentrated in providing the best experience to the customers that approach the Students' Union or THE HUB. This position also concentrates in selling the products and services available at the Students' Union.

Job Classification:

Level 3

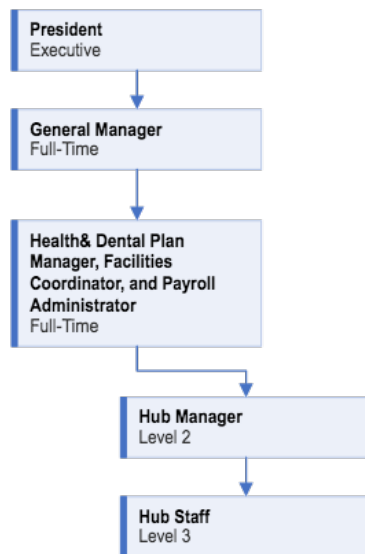
Compensation:

This position is compensated with hourly wages at the Nova Scotia Minimum wage plus 12%.

This position is part-time, with a maximum of 10 hours per week. Reading weeks, winter break, and non-statutory holidays are all unpaid time off unless otherwise stated in the employee handbook.

Reporting and Supervision:

This position reports to the Hub Manager.



Duties and Responsibilities:

Essential Duties

Answer the phone and greet the customer in a friendly manner.

Take and deliver messages. Receive packages from university shipping and courier services. Secure packages appropriately.

Compute and record data and information.

Communicate with coworkers for relay of work.

Other Duties

None

Key Responsibilities

Provide the right information to the customers that approach THE HUB through effective methods.

Keep an up-to-date listing of campus-wide events and maintain a general knowledge of campus information and points of interest to students and visitors to campus.

Be aware of key dates and deadlines as outlined in the Students' Union Handbook and University calendar.

Provide details and assist in the promotion of events, workshops, information sessions provided by the MSVU SU.

Selling event tickets throughout the year.

Provide administrative and research support to members of the Students Representative Council.

Assist the SRC Executive with the scheduling of committee meetings.

Operate Point of Sale system.

Deliver services available like photocopying, fax, and selling of different products.

Booking of the Students' Union board room.

Governance and Service

There are no governance or service responsibilities with this position.

Required Qualifications:

Education

Be a student at MSVU enrolled in at least 0.5 credits, one audit course, or a thesis.

Experience

No prior experience is required.

Knowledge, Skill and Abilities

Knowledge of whole university and where to find information.

Knowledge of other MSVU and MSVUSU services and events available to students.

Proficiency in using various software and technology tools, such as office 365, and social media platforms

Problem solving skills.

Behavioral Competencies

Ability to work with limited supervision.

Independent and self-motivated.

Excellent communication skills (both oral and written).

Proven time management, organization and multitasking skills.

Integrity and adherence to standards, policy, and procedures.

Strong commitment to the principals of Equity, Diversity, Inclusion and Accessibility, and the values of the MSVUSU.

Preferred Qualifications:

Experience and prior knowledge of MSVUSU and MSVU services.

Previous customer service experience.

Mental/Physical Effort and Working Conditions:

The Hub is an information desk located in the Rosaria Student center, which offers a variety of services including printing, scanning, faxing, selling various merchandise, and providing information and directions to students and other guests.

Staff may sit or stand for extended periods, answer phone calls and emails, and interact with a variety of people of diverse backgrounds.