

Customer Service Assistant Job Description

The Customer Service Assistant (CSA) Program is an opportunity that undergraduate students have to get involved in Tennessee State University's Residence Life. As a CSA, you will work with Residence Life staff to sign guests into the Residence Halls, help monitor building traffic, and provide customer service assistance by helping to answer general questions about the residence hall or the campus.

The roles and responsibilities of the CSA position include:

- Monitoring access to the residence halls
- Verifying the identity of residents and guests
- Signing-in visitors in compliance with the visitor policies
- Reporting any unusual behavior in residence hall common areas
- Work up to 20-24 hours per week, in 4-hour shifts

The CSA is also responsible for monitoring phones, displaying exemplary customer service, interpreting emergency response procedures, promoting basic safety and security measures, performing office/clerical work and other duties as assigned. As a Customer Service Assistant, you will work directly with first-year or upper-class students to not only ensure a safe and responsible environment, but also to intentionally forge connections that build an engaging residential college or upper-division housing experience.

Their benefits of the CSA position include:

- Gaining knowledge and experience of Tennessee State University Residence Life
- Opportunity to move into the Residence Facility early, IF you already have a permanent room assignment for the 2014-2015 Academic Year.
- Earn part-time pay at \$7.50/hour for working August 1st-August 24th *

*-This is a temporary and seasonal work assignment.