



**USF Job Class Description**  
JOB CODE: 1115  
JOB TITLE: Customer Service  
Assoc/Retail  
PAY PLAN: 23  
CAREER BAND: C  
FLSA: Non-exempt  
CBU : 31

**Job Title:** Customer Service Associate/Retail

### **Job Summary**

A Customer Service Associate is responsible for providing a range of routine customer service and support to patrons of a specified University fee-for-service enterprise. The Associate is also responsible for processing orders, cashiering, simple maintenance, inventory, ordering and stocking.

### **Nature of Work**

This position typically reports to a Manager, Fiscal and Business Administration or other appropriate administrator. The CSA is responsible for interacting with customers to provide information regarding specific products or services. The CSA must possess strong customer service skills and a working knowledge of the products they sell. This is a non-exempt position requiring excellent communication skills and problem solving abilities. The incumbent must also be able to handle and resolve customer inquiries and complaints. The CSA may also be responsible for restocking shelves, maintaining merchandising and visual display standards, implementing stock control and security procedures, and maintaining appropriate records.

### **Examples of Duties**

The following list provides examples of the most typical duties for positions in this job class. Individual positions may not include all of the examples listed, nor does the list include all of the work that may be assigned to positions in this job class.

- Operates computerized cash register to conduct sales transactions; handles cash, and makes change as required.
- Sells merchandise and/or rents equipment; advises customers on merchandise price, features, and/or on fees and services.
- Assists individual and/or institutional customers in the ordering and, as appropriate, delivery of merchandise.
- Prepares routine daily reports such as sales, accounts receivable/payable, orders, credit card receipts, and/or bank deposits.

- Receives and displays merchandise and/or equipment in accordance with established policies and procedures; ensures that stock levels and displays are in accordance with established standards.
- Inspects equipment and facilities to ensure customer and employee safety.
- May create displays and assist in designing marketing campaigns.
- May train and supervise student and/or temporary employees in day-to-day customer service activities.
- Performs miscellaneous job-related duties as assigned.

**Minimum Qualification Requirements**

This position requires a high school diploma or equivalent, with one year of experience in a customer service or retail environment.