

CUSTOMER RELATIONS ASSISTANT JOB DESCRIPTION

Job Summary

The Customer Relations Assistant is responsible for welcoming guests who visit the Frieson Black Cultural Center, or call the Office of Multicultural Student Life (MSL), while upholding the mission and goals of MSL. Computer skills and knowledge of Microsoft Office are required for employment in this position, as well as providing clerical and informational duties of the department,. Analytical and problem solving skills are important to maximizing performance. The Resource Assistant performs an integral role in setting the tone for how MSL and UTK is perceived by students, parents, faculty, staff, and the public, by providing knowledgeable, courteous, friendly, and professional assistance, in a learning atmosphere.

Student Learning and Development Outcomes

As a result of being a Student Assistant in Multicultural Student Life, you will be able to:

- Acquire and apply concepts and ideas to multiple aspects of your student experience
- Communicate effectively with a diverse student population
- Identify characteristics of leadership and define your own leadership philosophy and style
- Recognize areas of development as it relates to your own personal and professional aspirations
- Identify resources that will lead to their continued development in identified areas of growth and demonstrate skills learned

Position Requirements

This position requires knowledge of services and programs provided by MSL, in order to provide quality customer service. Student Assistants' attendance at monthly student development workshops and, periodic reflection meetings with assigned supervisor are mandatory. Welcomes, directs, and assists visitors. Answers multi-phone lines, takes messages, addresses inquiries, or makes referrals as necessary. Monitors traffic in the building and provides assistance as needed. Utilizes a computer to complete and/or update correspondence. Other duties as assigned.

Position Qualifications

Punctual and goal oriented; Customer relations skills; Computer skills, and knowledge of Microsoft Office software programs; good interpersonal skills and ability to work with a diverse population; good oral and written articulation skills; GPA of 2.5 or higher is required for employment within the Office of Multicultural Student Life. Students should display a commitment to being an active learner and participant in their own leadership and professional development

General

Attend mandatory student development workshops;

This position is one of importance to the Program Resource Specialist and MSL. The Resource Assistant is a direct reflection of the Office of Multicultural Student Life. Every student assistant is expected to present a positive image to all guests and clients. This is accomplished through a neat appearance, a pleasant, helpful, and friendly disposition, attention to detail, and a commitment of service to ensure success.