BERGEN COMMUNITY COLLEGE

JOB DESCRIPTION

TITLE: Customer Service Associate

DEPARTMENT: Facilities Operations, Planning and Public Safety

FUNCTION: Performs administrative and clerical duties to support departmental activities. Organizes and maintains files and records and prepares basic written letters and reports. May assist in coordinating activities for selected events.

REPORTS TO: Office Manager, Facilities, Planning, Operations, & Public Safety

SUPERVISES: N/A

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Organizes and maintains division/departmental records/files and initiates follow-up action when required.
2. Answers telephone and/or personal inquiries requiring standard answers and/or refers callers to proper person(s) based upon the type of information requested.
3. Prepares letters, memoranda and reports from existing records and prepared materials.
4. Maintains department budget records and issues purchase requisitions for materials, including but not limited to computer equipment and services, office supplies, travel expenses, subscriptions and reimbursements.
5. Keeps supplies inventory and orders replenishment materials as needed; checks invoices and verifies billing for compliance with approved billing procedures.
6. Maintains all departmental mailing databases.
7. Assists in organizing selected college events which include setting dates, reserving rooms, ordering food and ensuring that all goes according to schedule.
8. Maintains daily attendance records, vacation schedules and off campus appointment records for all departmental members.
9. Performs additional tasks or duties as assigned by the Office Manager or other designated management.

MINIMUM QUALIFICATIONS:

Knowledge, Skills and Abilities: Demonstrates understanding of the community college mission and practices an open door policy. Has basic proficiency in the use of the Microsoft
Office suite, Datatel and Access. Exhibits strong skills in:

- Communication
- Customer and Student Focus
- Building Relationships
- Organizing
- Planning

**Education:** High School diploma or the equivalent required; Associate’s Degree preferred

**Experience:** Minimum of 6 months of experience in an office setting required.

*Bergen Community College is an equal opportunity employer and does not discriminate on the basis of race, color, religion, age, sex, national origin, disability, or veteran status.*

Submitted by: ______________________ Date: ____________
Name/Title

Approved by: ______________________ Date: ____________
Name/Title

Reviewed by: ______________________ Date: ____________
Human Resources

Board Approval: ____________________ Date: ____________
Board Approval

**THE COLLEGE RESERVES THE RIGHT TO MODIFY JOB DESCRIPTIONS AT ANY TIME WITH OR WITHOUT NOTICE**