CUSTOMER SERVICE DIRECTOR
Office of Campus Housing
College of Charleston

WHAT IS A CUSTOMER SERVICE DIRECTOR?
The Customer Service Director (CSD) is an upper level undergraduate or college graduate that is responsible for the operations of the customer service desk located in an assigned residence hall. The CSD is responsible for the supervision of all customer service assistants. The customer service staff answers guest questions, check-in/out conference guests, issue keys and maintain all customer service records. The CSD works closely with the custodial director and the Director of Housing Administrative Services to prepare for all conference groups and guest staying on campus. The CSD is to present a positive image of the College of Charleston by having a pleasant demeanor, helpful disposition and responsive attitude.

SUPERVISION
The Customer Service Director (CSD) is under the direct supervision of the Director of Housing Administrative Services in the Department of Residence Life and Housing.

JOB REQUIREMENTS
- CSD must be a junior or senior level undergraduate or college graduate.
- CSD must have a cumulative and semester GPA of 2.5 at the time of application (if a student).
- CSD must be in overall good standing at the College of Charleston (if a student).
- CSD may not take any summer school classes.
- CSD must be available to work April 30 through August 15th.
- CSD may not hold any other jobs during the conference season.
- CSD must demonstrate leadership and administrative skills.
- CSD must participate in a training program. Dates to be determined.
- CSD must be able to work 40 hours a week and rotate on-call from April 30 - August. Some evening and/or weekend hours required.
- CSD must not have been previously terminated from the Office of Campus Housing.
- CSD must have a recommendation from a previous supervisor or employer, faculty or campus staff member.

EXPECTATIONS
- Be knowledgeable of all College of Charleston, Campus Housing and Residence Life policies
- Be familiar with services and amenities provided to guests and groups
- Be able to assess situations in order to take initiative and respond with good judgment
- Present quality customer service to conference guests, students and visitors
- Work independently and in groups, sometimes under pressure and with irregular shifts including evenings and weekends
- Attend weekly planning meetings with the Director of Housing Administrative Services
- Maintain communication with the housing assignment area in relation to issues concerning all areas of the Summer Conference Program.
- Maintain a well-groomed appearance.
- Wear appropriate attire: pants, skirt or shorts, staff shirts and nametags (shirts & nametags are provided) or professional clothes during normal business hours and all other times when on duty.
- Live on or near campus during employment.
RESPONSIBILITIES

- Oversee daily tasks of Customer Service staff.
- Serve on call duties with Conference Hall Director(s) as assigned.
- Conduct weekly staff meetings to discuss upcoming events.
- Attend/conduct weekly maintenance and custodial meetings.
- Welcome groups and guests when they arrive on campus.
- Serve as a College representative and resource person for summer guests.
- Serve as a liaison between guests and other Campus Housing staff.
- Conduct campus tours as requested.
- Assist with New Student Orientation.
- Maintain desk notebooks.
- Schedule hours with Customer Service Assistants.
- Conduct conference key checks of each room and note any deficiencies.
- Count and record key, access card and parking pass codes for group arrival.
- Label and organize check-in information for each group or guest.
- Oversee proper check-in/out procedures for each group.
- Maintain records for each rental item issued from the Customer Service Desk.
- Manage and input work orders and damages into online work order system.
- Sign in/out Public Safety keys for guests/staff with lost keys.
- Document all complaints and compliments.
- Review and update all roster/registration information prior to check-in.
- Collect and review all check-out envelopes after group departure. Update registration cards according to each check-out envelope.
- Write up post conference walk through forms for Hall Directors prior to group check-out.
- Complete check out report form due 48 hours after group departure.
- Responsible for written material in support of summer conference operations: occupancy reports, damage reports, rosters, guest evaluations and missing keys.

Additional duties of the Customer Service Director

- Prepare and distribute informational packets to prospective conference groups.
- Set up meetings with conference sponsors and conference hall directors prior to group arrival.
- Follow up on maintenance concerns with facilities staff.
- Basic clerical duties: filing, faxing, emailing, data entry.
- Be present during check-in and check-out of conference groups and guests assigned to the building.

COMPENSATION

- Customer Service Director will be paid $10.50 per hour, up to 40 hours per week. Any person working over 40 hours per week will be documented. After the third documentation, your employment contract will be terminated.
- A private apartment/suite in an assigned residence hall will be available during employment.