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07-Oct-2024
Customer Service Assistant (FWS Eligible)
Student Worker II
105143BR

Job Description

The Customer Service Assistant ensures highest quality service delivered to international students and customers for ASU Global Launch in accordance with specified guidelines and priorities and ensures that service challenges are addressed and rectified in an appropriate time frame. Serves as primary contact for walk in students and guests, greets and directs students and guests, answers phone and phone messages. Provides information about department and programs. Receives and assists with deliveries, sorts and distributes mail daily. Maintains order and organization of office common areas and lobby.

Office hours are 8:00am – 5:00pm however, some nights and weekends may be required for program activities. In addition, some early shifts are requested 6am-8am

Student Recruitment Type

Student Hire Hourly

Campus/Location

Campus: Tempe

Department Name

Global Launch

Full-Time/Part-Time

Part-Time

VP Code

EXEC VP/PROVOST

Scope of Search

Open

Grant Funded Position

This is not a grant funded position and is not contingent on future grant funding.

Salary Range

\$14.75 per hour

Close Date

18-October-2024

Essential Duties



Communicates with customers, both internal and external, in a positive and professional manner.

Provides information about ASU Global Launch programs and services to customer and responds to customer complaints/issues.

May assist with Conversation hour with International Students

Tracks issues and ensures timely delivery of solutions. Solutions may involve/include other support personnel and/or servicing equipment.

Assist prospective students with application process. May assist in coordinating the activities of student employees.

Reports problems and issues to supervisor. Respond to inquiries via telephone and/or electronic media to assist resolve issues.

Assist with planning and implementing student activities for Global Launch students.

Assist with Orientation and Registration processes.

Uses various technologies to resolve customer service issues, including CRM and standard office software applications

Minimum Qualifications

Requires previous knowledge or skill and/or equivalent experience or training.

Desired Qualifications

Working in a program such as ESL-English as a Second Language or IEP-Intensive English Program.

Working with and/or interacting effectively with international students and customers in a professional setting.

Coordinating Activities.

Establishing and maintaining effective relationships with international customers and English language learners of varying language skills level. Understanding and resolving problems.

Basic arithmetic.

Working with diverse populations. Working in a fast paced environment.

Stimulating changes to create a more sustainable environment.

Leading by example in communicating, participating and encouraging support of the institution's sustainability programs.

Using standard office technologies and software. Customer relationship management software (CRM) and/or other data systems. Bi-lingual skills fluent in English and one of the following languages; Chinese, Arabic, Spanish, or Japanese.

Demonstrated knowledge of customer service principles and practices.

A hospitable demeanor and a positive attitude. Evidence of effective verbal and written communication skills.

Working Environment

Activities are performed in an environmentally controlled office setting subject to extended periods of sitting, keyboarding and manipulating a computer mouse; Work flow may vary



between times of intense, high volume of walk-in, phone, Zoom and email traffic and a more moderate or relaxed pace; Required to stand for varying lengths of time and walk moderate distances to perform work. Occasional bending, reaching, lifting, pushing and pulling up to 25 pounds.

Regular activities require ability to quickly change priorities, which may include and/or are subject to resolution of conflicts.

Ability to clearly communicate verbally, read, write, see and hear to perform essential functions.

Department Statement

As leaders in English language training and international education, Global Launch provides an environment where your contributions make a direct impact on our students, partners and stakeholders. Join us in inspiring international students, educators, and leaders to change their lives and the world as we provide academic preparation, language training and professional skills development. Global Launch is filled with people who contribute to and achieve our goals, are ambitious and innovative, value diversity, and continually seek to serve each other and our learners. If you wish to work in a globally-minded department where you will be valued for the skills you bring and be challenged to apply your abilities in new ways, consider joining our team!

ASU Statement

Arizona State University is a new model for American higher education, an unprecedented combination of academic excellence, entrepreneurial energy and broad access. This New American University is a single, unified institution comprising four differentiated campuses positively impacting the economic, social, cultural and environmental health of the communities it serves. Its research is inspired by real world application blurring the boundaries that traditionally separate academic disciplines. ASU serves more than 100,000 students in metropolitan Phoenix, Arizona, the nation's fifth largest city. ASU champions intellectual and cultural diversity, and welcomes students from all fifty states and more than one hundred nations across the globe.

ASU is a tobacco-free university. For details visit <https://wellness.asu.edu/explore-wellness/body/alcohol-and-drugs/tobacco>

Arizona State University is a VEVRAA Federal Contractor and an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status, or any other basis protected by law.

Notice of Availability of the ASU Annual Security and Fire Safety Report

In compliance with federal law, ASU prepares an annual report on campus security and fire safety programs and resources. ASU's Annual Security and Fire Safety Report is available



online at <https://www.asu.edu/police/PDFs/ASU-Clery-Report.pdf>. You may request a hard copy of the report by contacting the ASU PD at 480-965-3456.

Relocation Assistance – For information about schools, housing child resources, neighborhoods, hospitals, community events, and taxes, visit <https://cfo.asu.edu/az-resources>.

Fingerprint Check Statement

This position is considered safety/security sensitive and will include a fingerprint check. Employment is contingent upon successful passing of the fingerprint check.

Instructions to Apply

Application deadline is 3:00PM Arizona time on the date indicated.

Please include all employment information in month/year format (e.g., 6/88 to 8/94), job title, job duties and name of employer for each position.

Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position.

ASU does not pay for travel expenses associated with interviews, unless otherwise indicated.

Only electronic applications are accepted for this position.

IMPORTANT NOTE: What is the meaning of “equivalent combination” in the minimum qualifications? It means one year of higher education or 24 credit hours, is equal to one year of experience. For example, a four year Bachelor’s degree is equal to four years of experience.

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