

May 17, 2018

CUSTOMER SERVICE ASSISTANT

DEPARTMENT: Champaign Core Office

FLSA: Non-Exempt

UNION: SEIU 73 Clerical

JOB POSTING: #18-057 (Exam Request title: Customer Service Assistant)

<https://jobs.uic.edu/>

Minimum Acceptable Qualifications are:

1. High school graduation or equivalent
2. Any combination from the categories below that equals 18 months.
 - (a) Responsible work experience in customer services, public relations, office administration, business and financial operations, healthcare administration or other closely related experience
 - OR
 - (b) College coursework as measured by the following conversion table or its proportional equivalent:
 - 30 semester hours equals 1 year (12 months)
 - 60 semester hours equals 2 years (24 months)

FUNCTION

The position is responsible for performing receptionist duties

WORK ACTIVITIES

- Answers main multi-line telephone console and announces calls to the Regional Office staff.
- Retrieves and electronically distributes messages from voice mail.
- Processes incoming and outgoing mail and faxes.
- Greets, announces and directs visitors and maintains a Visitor's Log.
- Monitors and orders supplies. Responsible for keeping inventory current and reporting to Central Office as required.
- Acts as liaison with landlord and maintenance providers.
- Prepares and submits Bi-weekly time sheets.

- Responsible for maintaining office machines. Keeps printers and copier filled with paper and toner. Monitors and refills postage meter as needed. Reports copy counts and postage usage to Central Office. Maintains shredder and requests repair service when needed.
- Maintains records and coordinates schedule for use of the state car. Forwards gas receipts, submits odometer readings, tracks mileage and schedules oil changes.
- Provides support to Care Coordination staff. Receives client referral information from agencies. Prepares client forms, scans and uploads documents and shreds PHI.
- Provides support for the coordination of Clinics. Maintains clinic spreadsheets and mail merges. Prepares form letters and reports. Packs and un-packs records and materials for clinics.