Job Description

Position Title: Graduate Assistant – Customer Care Assistant
Department: The Graduate School
Pay Level: Stipend

Description of Position:

The Customer Care Assistant is responsible for creating and presenting a welcoming environment for all visitors, callers, and other customers of The Graduate School. Performing a wide variety of clerical and administrative duties for The Graduate School office, the position will greet daily visitors and attend to all inquiries, supplying information regarding the Graduate School to the public, students, faculty, staff and other customers.

Essential Job Functions:

- Provide outstanding customer service to all prospective students, enrolled students and University constituents.
- Greet, assist, and respond to all in-person (reception) phone, email and web inquiries in a timely and accurate manner.
- Resolve service or procedural problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Receive, direct and relay telephone, fax and email messages to appropriate personnel.
- Open and date stamp all general correspondence.
- Maintain the general filing system and file all correspondence.
- Provide back-up support to other office positions as needed and perform other duties as assigned.

Experience / Requirements:
Position is open to all current Binghamton University students.

Must possess the ability to:

- Solve problems and think quickly under pressure.
- Communicate effectively and have good listening skills.
- Understand and independently carry out oral and written instructions.
- Prioritize tasks and complete several tasks simultaneously.
- Apply office policies, procedures, rules & regulations.
- Learn and successfully use new software programs as needed to fulfill job duties.
- Pay close attention to detail for accurately and proficiently processing data.
- Work effectively and have an appreciation for diverse populations and varying language skills.
- Provide excellent customer service.

**Application Instructions:**

Persons interested in this position should send an email to gradadmission@binghamton.edu with the subject line ‘Customer Care Assistant’. Please attach a cover letter, resume / CV and three references to your email.

If you have any questions about the position or how to apply, please contact:

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