UNIVERSITY OF RHODE ISLAND

Position Description

TITLE: Customer Services Representative (RAM Computers)

DIVISION: Student Affairs (Bookstore)

REPORTS TO: Assistant Administrator, Bookstore

GRADE: 8

SUPERVISES: Student employees

BASIC FUNCTION:

Provide RAM Computer Store customers with assistance in purchasing products, service those products, and resolve customer problems. Maintain and track customer sales and service records, vendor records, purchase orders, and shipping and receiving records.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Prepare the store for daily operation.

Respond to customer voicemail and email daily.

Consult with customers and assist them in making appropriate purchases, both in person and over the phone.

Provide frontline technical support to customers calling or visiting the store.

Perform initial diagnosis and log and assign hardware and software service jobs into appropriate queues.

Lend replacement computers to qualifying service customers and maintain and track these records.

Coordinate with student service technicians to deliver optimum turnaround time on both software and hardware repairs by monitoring time to complete diagnosis, parts ordering, parts receiving, and installation.

Maintain daytime store staffing schedule and evening No Touch Warranty (NTW) service schedule.

Monitor customer service records and NTW records to ensure student technicians maintain appropriate records of problems found and work performed.

Mentor student employees assigned to store front duties, helping them to learn appropriate customer service skills and store operations.

Work as a peer and service team leader with the student managers in the store.
Work as a peer with the student store manager, student purchasing manager, and student database and Web manager.

Assign service jobs to the three service team leaders, and monitor those assignments to ensure the best possible customer service.

Respond to emergencies and peak demand times outside of working hours, as needed.

**OTHER DUTIES AND RESPONSIBILITIES:**

Perform as a backup to the purchasing and database/Web managers.

Perform as a backup service technician.

Undergo training and testing to qualify as a certified technician for one or more of the hardware vendors used by the store.

Perform other duties as required.

**LICENSES, TOOLS AND EQUIPMENT:**

Driver’s License. Desktop and laptop, Mac OS X and Windows operating systems; database management, word processing, spreadsheet, graphics, and Web design software.

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**QUALIFICATIONS:**

A high school diploma and a minimum of 30 college credits in computer and information technology areas or equivalent work experience required. Experience in one or more of the following areas required: hardware and software diagnostic experience; software technical experience, including virus and spyware cleaning; database management experience; Web development experience or experience building and maintaining dynamic Web sites with PHP and MySQL. Must possess excellent interpersonal skills and strong written and verbal communications skills, as well as experience working with diverse populations. An associate’s degree in a related area or certification as a service technician for Dell, HP, or Lenovo preferred.

**ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.**