

**Job Code:.....100812**  
**Position#:(PTAA) ...(E)**  
**Developed by:.....PW**  
**Reviewed by:.....SG**  
**Approved by:.....LK**  
**Date:.....04/08; 04/18**

**UNIVERSITY OF RHODE ISLAND**

**Position Description**

**TITLE:** Customer Services Representative (RamTech)

**DIVISION:** Student Affairs (Bookstore)

**REPORTS TO:** Manager RamTech Technology +Service Center

**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 operations.

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 staff 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 and evening service schedule.

Monitor customer service records to ensure student staff 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 managers, student purchasing manager and agents, and the student senior technicians.

Assign service jobs to the student senior technicians 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 backup to the purchasing and database/Web student manager staff.

Perform as 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:**

Valid Driver's license. Desktop and laptop, mac OS and Windows operating systems; inventory or order management, word processing, spreadsheet, graphics software.

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**QUALIFICATIONS:**

**REQUIRED:** Bachelor's degree; Demonstrated experience in hardware and software diagnostics; Demonstrated software technical experience (including virus and spyware cleaning, database management, etc.); Demonstrated work experience in a service or retail technology center/store; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; and, Demonstrated ability to work with diverse groups/populations.

**PREFERRED:** Current certification as a service technician for Apple, Dell, or HP; and, Demonstrated FileMaker Pro database software experience.

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