

CUSTOMER SERVICE SPECIALIST

UO Scheduling and Event Services Student Employment Application

Job Description: Responsible for answering a multi-line phone, providing information on scheduling to different sponsors, and directing calls and questions to the appropriate personnel. Possess a general knowledge of R25 to check availability of spaces for customers, run/appropriate distribute daily reports, and enter simply reservations. Assist office personnel and work independently to complete projects.

Date_____

Name_____ Student Number_____

E-Mail Address_____ Phone _____

Local Address_____

Permanent Address_____

Have you worked for the UO before?_____ If yes, list department(s) _____

Supervisors _____

Year in School: _____ Graduation (MM/YY):_____

Do you have Federal Work Study or Tech Fee Work Study? _____ Federal \$ _____ Tech \$ _____

Are you over the age of 18? _____ yes _____ no

Availability:

Date Available:_____

Max hours per week:_____

Please indicate your skills:

_____ General Office

_____ Computers

_____ Word Processing

_____ Typing, Speed:_____

_____ Accounting/Bookkeeping

_____ Other Skills:_____

Please attach a current resume (including work, volunteer, and military experience) and three professional references who are not family members and can speak of your prior work experiences.

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8/16/2005

SUPPLEMENTAL QUESTIONS:

1. Why are you interested in working as a Customer Service Representative in the Scheduling and Event Services Office?

2. Describe a time you had to deal with a difficult customer, how did you handle the situation?

3. Describe an experience working independently? Conversely, describe an experience when you worked as part of a team? Which do you prefer? Why?

4. Please explain how you would prioritize these three tasks 1) a project given to you by your supervisor, 2) a customer on the phone, and 3) a customer who is in the office.

5. What additional information would you like us to know about you?

STUDENT EMPLOYMENT AND EQUAL OPPORTUNITY ACT

The policy of employment of students by the University of Oregon is based on a philosophy, which seeks to address and balance two equally important objectives:

1. Furnishing valuable work experience for qualifying students (i.e. those who meet stated enrollment criteria) through the performance of necessary jobs on campus, and
2. Providing financial assistance to students to help fund their academic studies.

The formed give student the opportunity for experience in the real world of work by performing work important to the University. This work provides students with experience and skills attractive to future employers and compliments their academic credentials. Student employment provides financial assistance in the form of on-campus work responsive to the student's class hours and schedule. However, a student's financial need should not override relative merit and qualifications when departments make hiring decisions.

In the implementation of the University's student employment policy, no student shall be discriminated against on the basis of race, color, sex, national origin, age, religion, marital status, disability, veteran status, sexual orientation, gender identity, gender expression, or any other extraneous consideration not directly and substantively related to performance.. (UO policy statement 3.600, issued 3/1/85 updated 4/6/2005)

SCHEDULE TEMPLATE or attach a DuckWeb matrix schedule

Please indicate the times you are **UNAVAILABLE!** Use **PENCIL**.

See the **EXAMPLE** on the right column before completing.

	Monday	Tuesday	Wednesday	Thursday	Friday	
8:00 AM						
8:30 AM						Example:
9:00 AM						9:00 AM
9:30 AM						(class)
10:00 AM						
10:30 AM						11:00 AM
11:00 AM						
11:30 AM						
12:00 PM						12:00 PM
12:30 PM						(class)
1:00 PM						
1:30 PM						2:00 PM
2:00 PM						
2:30 PM						
3:00 PM						
3:30 PM						
4:00 PM						
4:30 PM						
5:00 PM						

By my signature, I certify that all statements on this application are true and complete to the best of my knowledge.

Signature: _____ Date: _____

Questions please contact
Scheduling and Event Services Office
EMU Main Concourse
346-6000
schedule@uoregon.edu

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