

Student Centers Customer Relations Manager (CRM) Position Description

Title: SC Customer Relations Manager (CRM)

Supervisor: Program Manager II, Information and Operations

Grade Three – Management

Pay Rate: \$9.25/Hour

Hours of Work: 20 Hours per week, mostly nights and weekends. Additional hours may be available during University break times and summer months.

General Responsibilities:

The Student Centers Customer Relations Manager (CRM) is responsible for the operation and customer service functions of the Student Centers and Student Centers Satellite during weekday evenings and weekends and other times as needed and assigned. Position reports to the Student Centers Manager for Information and Operations.

Specific Duties:

- Provide quality customer service to diverse Student Centers patrons
- Encourages and enforces appropriate behaviors/actions of patrons to stay within policy and procedure guidelines
- Opens, maintains, monitors and secures facilities within operating hours
- Monitors all operations and usage of assigned/reserved facilities (personnel and operating areas) through routine building rounds
- Assists the SC Event Services Setup Crew with facility setups for meetings and events as needed
- Provides backup staffing coverage as needed or assigned for SC Event Services Setup Crew and Audio-Visual Crews
- Coordinates communication with SC Staff on-site within the department and with the UH Department of Public Safety as needed for emergencies that may occur during working shifts
- Maintains and distributes reports on facility activities, incidents, etc. for all work shifts
- Other duties as assigned

Qualifications:

- Currently is enrolled in good standing at the University of Houston main campus
- Professional etiquette and communication skills including: time management, answering phone calls, email communication, and verbal communication
- Customer service experience preferred
- Ability to work well within a team as well as independently with limited on-site supervision
- Strong problem-solving skills, responsible, efficient, and flexible
- Available to work 15 – 20 hours weekly, including nights and weekends
- Able to work and interact within a diverse population of patrons