

Customer Relations Specialist

The purpose of the Customer Relations Specialist is to be the first point of contact for all customers and patrons. This position is tasked with creating an organized, friendly environment while providing patrons with excellent and efficient customer service.

Job Qualifications

Required

- Currently enrolled as a UCLA Student.
- Ability to work independently with minimal supervision.
- Ability to work a minimum of 8 hours a week, including early mornings, late nights, weekends, holidays and other university closure dates.

Preferred

- Work Study eligible.
- Familiarity with Departmental and University policies.
- Excellent oral and written communication skills.
- Comfortable with learning new software quickly.
- Previous experience in customer service and administrative duties.
- Appointment may be extended through the next academic year upon request.
- Continued summer availability is preferred.

Job Expectations

- Process sales of recreation memberships, programs, and services through our licensed POS system.
- Ensure all cash handling procedures meet University policies and are PCI compliant.
- Supports all aspect of customer service via email and phone.
- Assist members with accessing accounts and making online registrations and bookings.
- Ability to maintain professionalism while managing multiple challenging requests via phone and email.
- Enforce all university and departmental policies while communicating expectations effectively to members. Report policy violations through proper channels in a timely manner.
- Assume responsibility for emergency situations, as specified in the Emergency Action Plan.
- Arrive to all shifts, meetings, and other work obligations on-time, in proper uniform, and with a professional appearance and attitude.
- Perform other duties as assigned by professional staff.
- Flexible with work locations, including Sunset Canyon Recreation Center, John Wooden Center, and remote work.
- Commitment to complete all trainings mandated by the university, attend all mandatory training sessions, all-staff meetings, and regular check-ins with supervisor.

Pay Rate

- \$18.50 per hour

Apply and Contact:

To apply, please complete the application found on the [UCLA 12Twenty Website](#)

Please direct any questions about this position to Bridget Eliot: keliot@recreation.ucla.edu