

Sample Customer Service Language

Civil Service Sample Job Duties:

- Welcome and greet students/clients in person or on the phone.
- Work directly with students/clients, via telephone, email, or in person.
- Provide quality service to both internal and external clients, addressing specific needs.
- Answer student inquiries and resolves problems with the appropriate sources.
- Obtain and evaluate all relevant information to handle student/client inquiries.
- Research and verify facts prior to providing information to clients/students.
- Respond promptly, within 24 hours, to client inquiries and/or concerns.
- Organize personal workflow in order to respond to students/clients in a timely fashion.
- Work with other team members to resolve customer service problems, facilitate solutions, and enhance customer service offerings.
- Listen thoroughly and gather the necessary information and facts regarding client complaints. Attempt to solve the problem or propose potential solutions, provide resources as appropriate
- Contribute to the development and maintenance of standards, policies, and procedures regarding customer service.
- Accurately document/record details of student/client inquiries and interactions for future assistance.
- Assist faculty members/WSU employees with questions. Directs individuals to the appropriate contact if needed.

Administrative Professional Sample Job Duties:

- Act as the primary point of contact for both internal and external constituencies while providing excellent customer service in keeping with the values and mission of Department.
- Develop pro-active, customer focused strategies to meet the needs of clients.
- Interact with other campus departments on behalf of department or Director.
- Interpret and enforce customer service policies and procedures.
- Serve as a point of contact for Director inquires.
- Provide information and clarification to AP and Faculty employees inquires.
- Represent the department and WSU in a positive manner with internal and external constituents.

Supervisor/Manager Sample Job Duties:

- Direct and lead customer service efforts and operations within the Department.
- Develop, implement and enforce customer focused standards, policies, and procedures for Department.
- Assist employees with difficult customer service questions. Provide guidance for developing an appropriate response.
- Train employees in appropriate customer service practices and policies.
- Represent the department and WSU in a positive manner with internal and external constituents.
- Represent the department in a positive manner, in both verbal and non-verbal communications.

Civil Service Customer Service Performance Expectations:

OUTSTANDNG

- Works proactively with others to find solutions for client questions/concerns.
- Consistently maintains a customer focus when working in order to build and maintain customer satisfaction with the services offered by Washington State University.
- Advocates for and positively represents other programs and services within WSU when working with clients.
- Shows interest in, anticipates, and responds timely to client needs.
- Consistently focuses on client's business results, rather than own. Goes beyond basic service expectations to help clients implement solutions.
- Ensures to keep in constant communication with clients regarding their questions/concerns.
- Emphasizes a team approach to providing great customer service.

SATISFACTORY/MEETS EXPECTATIONS

- Works to find solutions for client questions/concerns.
- Works to maintain a customer focus when working in order to build and maintain customer satisfaction with the services offered by Washington State University.
- Positively represents other programs and services within WSU when working with clients.
- Responds timely to client needs.
- Focuses on client's business results, rather than own. Demonstrates basic service expectations to help clients implement solutions.
- Communicates effectively and positively with clients regarding their questions/concerns.
- Works as a team member to provide great customer service.

UNSATISFACTORY

- Does not actively seek solutions for client questions/concerns.
- Does not attempt to or fails to maintain a customer focus when working in order to build and maintain customer satisfaction with the services offered by Washington State University
- Fails to positively represent other programs and services within WSU when working with clients.
- Fails to show interest in, anticipate or respond timely to client needs.
- Focuses on own business results, rather than the needs of clients. Fails to demonstrate basic service expectations to help clients implement solutions.
- Fails to respond to client questions and concerns.
- Does not work with others in an attempt to provide great customer service.

Sample KSAs:

Ability to interact with clients to provide and process information in response to inquiries, concerns, and requests in a timely manner.

Ability to provide effective customer service to clients by using in-depth knowledge of University and department policies and procedures, as well as communicate effectively with employees in other departments.

Ability to effectively handle client complaints by gathering necessary information, providing solutions, or identifying potential solutions, and providing appropriate resources.

Ability to implement action as needed in order to ensure that an excellent standard of service and a high level of client satisfaction is maintained.

Ability to remain empathetic, positive, and patient while communicating with clients regarding their inquiries/needs.

Ability to remain positive and friendly with clients in stressful and/or difficult situations.

Ability to maintain a proper tone when communicating with clients.

Ability to build and maintain client satisfaction with the services offered by WSU.