

Ad Language for Customer Services Roles

- Responsible for processing customer orders (phone, fax, web, email) through various systems such as XYZ
- We are looking for an enthusiastic, friendly, and courteous customer service person who will provide superior customer satisfaction.
- We are committed to constantly evolving, investing in our people and improving our processes for handling customers' needs and questions.
- Our department's focus is to build strong relationships while providing the best quality service to our students/customers.
- Candidate must be outgoing, energetic, detail oriented, able to handle a high client volume and demonstrate a positive attitude.
- If you have a passion for superior service and have what it takes to make each customer service experience rewarding, please apply to Washington State University today!

Customer Service Competencies

- **Thoroughness:** Ensuring that one's own and other's work and information are complete and accurate; careful preparation for meetings and presentations; following up with others to ensure that agreements and commitments have been fulfilled.
- **Oral Communication:** Expressing oneself clearly in conversations and interactions with others.
- **Customer Orientation:** Demonstrated concern for satisfying one's external and/or internal customers.
- **Analytical Thinking:** Approaching a problem by using a logical, systematic, sequential approach.
- **Personal Credibility:** Demonstrated concern that one be perceived as responsible, reliable and trustworthy.
- **Results Orientation:** Focusing on the desired end result of one's own or one's unit's work; setting challenging goals, focusing effort on the goals, and meeting or exceeding them.