SUMMARY:
In support of the overall goals of Campus Services, a unit within the Division of Student Affairs, the ONECard Office provides customers with photo ID cards and badges, this includes all university students, faculty, staff, alumnus, retirees and community members.

Reporting to the ONECard Manager, the Clerk supports the daily operations by providing, and front line service to all customers assisting with day to day inquiries, providing photo ID and badges taking payments for purchases, loading funds to customer accounts, making change, and making referrals to appropriate departments.

The clerk provides excellent customer service and often is the first point of contact for those coming to UVic; therefore the clerk must strive to make the best first impression and represent the ONECard office in a professional manner by providing timely and reliable service that meets the client’s needs.

In addition to providing front line service, the Clerk reviews & approves poster & banner requests while adhering to the University’s poster & banner policy.

This position requires some flexibility in the coverage of work hours to cover the opening/closing and soon to be a 6 day per week operation of the ONECard office.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility: 35%
Front Desk Customer Service & Support

Duties:
- Responding to a large volume of inquiries including significant line-ups during peak periods
- Providing fast and professional service both in person, on the phone, via email
- Resolving Student Meal Plan and ONECard Flex account issues as well as a wide range of inquiries regarding ONECard, GUESTCard and Temporary card issues
- Reviewing all Posters & Banners for Campus Community Notice Boards & grounds adhering to the University's poster policy

2. **Responsibility: 35%**  
**Creating Photo ID Cards, badges, guest cards etc.**

**Duties:**
- Taking photos, creating all cards using multiple databases simultaneously
- Assessing situations where cards do not work, determining the source of the problem and advising the patron of the appropriate course of action
- Answering inquiries from students, faculty/staff, alumni etc. regarding ONECard eligibility and privileges associated to each card type

3. **Responsibility: 30%**  
**Processing payments & transactions**

**Duties:**
- Loading funds onto the associated accounts through the Blackboard Transact POS system
- Balancing cash float daily and securing the cash out in the safe
- Processing GUEST Cards to a FAST accounts using the POS system

**REQUIRED QUALIFICATIONS:**

**Skills:**
- Must have the ability to deal effectively with students, faculty, staff, students and alumni, and the general public with positivity, responsiveness, and respect
- Proven ability to provide excellent customer service in a fast paced environment on a daily basis
- Strong interpersonal skills, with the ability to listen empathetically to a distressed individuals
- Must be able to follow written & oral instructions accurately
- Must be able to handle cash accurately, make change & keep record of receipts; have previous cash handling experience
- Excellent data entry skills and a high degree of accuracy with proven ability to pay attention to detail and accurately complete tasks
- Ability to multi task in a fast paced environment
- Ability to work without supervision

**Specialized Knowledge/Education:**
- Must be a UVic Student
- Demonstrated cash handling/balancing
- Demonstrated ability with computers
- A wide range of knowledge of the university’s campus, facilities and operations; familiarity with UVic’s website.

**Experience:**
- At least 6 months in a cash handling atmosphere
- At least 6 months in a Customer service/retail or hospitality environment
<table>
<thead>
<tr>
<th>Employee’s Signature:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisor’s Signature:</td>
<td>Date:</td>
</tr>
</tbody>
</table>