CUSTOMER SERVICE & PROGRAM SUPPORT AIDE

The Customer Service Department at the School of Continuing Education is seeking outgoing, self-motivated, hard-working UWM students with good customer service and organizational skills. Customer Service serves the school’s programming areas and handles registration for our classes, answers phone calls, and provides reception desk coverage primarily during the hours of 7:45am to 5:15pm Monday through Friday. The School of Continuing Education is located in the Plankinton Building at 161 W. Wisconsin Ave., in downtown Milwaukee.

**Job Description**
Handle and process incoming registrations and payments for SCE classes.
Provide quality customer service for external customers and internal departments.
Provide reception desk coverage, answer phones and manage incoming calls.
Type, edit and file documents, compile mailings.
Operate business equipment including copy, scan, and fax machines.
Assist in the production of course materials.
Assist with opening and/or closing programs. Tabulate evaluations.
Utilize Microsoft Office and other software to input data and maintain records.
Update SCE programs on our website and use the internet for research projects.
Assist with special projects as requested by Program Associates, Program Directors, or a variety of other SCE departments/employees.

**Qualities/Experience**
We are looking for detail oriented people with solid computer skills, excellent communication skills, a willingness to learn, the ability to handle multiple tasks, and the maturity to work in a professional environment. Training will be provided. You must be a student to apply for this position, and we will work around your class schedule.

**Pay Rate & Hours**
Flexible Schedules:
Daytime hours, typically between 7:30am and 5:15pm Monday through Friday.
Minimum $8.25/hour – This is an entry level position. Work study is accepted.
Excellent performance can lead to pay and responsibility advancement.

If interested, please email resume, cover letter and availability to:

Luke Olson 414-227-3194 lolson@uwm.edu