

General Summary:

Provide customer support both over the phone and in person. Assists and supports the Card Services Administrator with day to day operations and other tasks as needed.

Essential Job Functions:

- Answer the Card Office main phone and provide support and/or escalate calls for resolution.
- First line of troubleshooting any card issue related to dining, vending, printing, off campus purchases, and door access.
- Assist with production and distribution of RowanCards for eligible students, faculty, staff, and affiliates. Help support card production operations for CMSRU and SOM campuses.
- Assist with the RS2 access control system troubleshooting, access requests, and reports.
- Assist with maintaining the Short Term Door Access application and work with departments on any enhancements or issues.
- Deactivate RowanCards when students withdraw or take a leave of absence or as requested and place notes in cardholders' record and inform Card Services Administrator.
- Process and track replacement card charges.
- Participate in Freshmen Orientation and Move-In.
- Periodic review of the RowanCard web site to ensure it is updated and provide suggestions for enhancement.
- Other duties upon request.

Hours:

- **Some evening and weekend hours are required.**
- This temporary, part-time position is assigned no more than twenty-five (25) hours per week and is not to exceed 944 hours per fiscal year. Work is contingent upon budget appropriations.