

SWAT Student Employee Program : Duke Card Customer Service Representative

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Position Summary

The DukeCard Office Student Customer Service representative provides outstanding customer service to the Duke community at the DukeCard office in the West Union building. Students work at the front desk answering customer service questions, creating cards, helping to troubleshoot card problems, creating new accounts, and providing a friendly face to one of the busiest offices on campus.

Duties & Work Performed

- Produce identification cards for University employees, contractors, students and official visitors. Hours are in the morning and afternoon (first shift.)
- Open cardholder debit and charge accounts
- Process ID card charges and debit account deposits
- Enter manual account adjustments
- Respond to cardholder account and access inquiries
- Process recreational center memberships
- Other duties as assigned

Experience & Skills

- Excellent customer service skills, earned through a previous job or volunteer position.
- Previous experience in a retail or office setting is preferred - knowledge of basic accounting procedures would be great, but is not required.
- Experience with Windows applications

Incentives

The position pays \$8.25 and offers flexible hours during the day with great full-time coworkers and a fun office atmosphere. Students can study when there is nothing else to do - we know you are students first!

How to Apply

Students with more questions can contact Nova Joiner (nova.joiner@duke.edu) or Erin Nettifee (erin.nettifee@duke.edu) for more information.