



SOP No	2.010
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CUSTOMER SERVICE EXPECTATIONS

1 PURPOSE

1.01 This document establishes expectations of work for FD&O employees assigned to the Customer Service Desk.

2 PRIORITIES

2.01 The following priorities shall be followed in the execution of daily assignments.

- **Communication:** Understand that everyone requiring service from the Customer Service Desk is a Customer, and communications shall be effective; represent pride for the department, the University, and yourself.
- **Quality:** Ensure work is performed and completed with a focus on commitment, pride and care and in alignment with departmental goals.
- **Professionalism:** Ensure work is performed in a positive and professional manner that demonstrates respect towards the department, the campus, its stakeholders, and yourself.
- **Consistency:** Ensure that the level of your service and work can be performed consistently by executing work assignments and conducting yourself with pride, care, and integrity.

3 EXPECTATIONS

3.01 All Maintenance & Operations staff shall understand and support the Code of Conduct and Values held by the Maintenance & Operations Department. Support requires being an example of the values and attitudes shared in these documents in all communications and in the execution of work.

3.02 Customer Service Representatives are an important part of FD&O and San Jose State University and represent the department. In order to be consistent in how the department is represented Customer Service Representatives are to demonstrate good judgment based on their instructions and training in meeting the customer's needs while honoring the guidelines in this document. Remember that everything you say and do good and bad reflects on FD&O. Only provide information that you are fully aware of and have been given authority to speak and advice on. All other questions and concerns shall be directed to your supervisor or manager. Your purpose is to take information and dispatch information, do not provide customers with details they do not require.

3.03 Customer Service Representatives shall recognize that all students, staff, faculty, coworkers, campus guests, parents of students, and San Jose city community members are considered customers of FD&O.



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- 3.04 Customer Service Representatives are expected to have a firm understanding of office and departmental procedures in order to ensure they can answer questions and direct customers to the appropriate sources for information and assistance.
- 3.05 *Attendance*
 - 3.05.1 Arrive consistently on time and be prepared to work at the beginning of assigned shift.
 - 3.05.2 All breaks are 15 minutes in length and generally take place 2 hours after the official start of the assigned shift and 6.5 hours after the official start of the assigned shift. These shall be staggered in coordination with Customer Service Desk coworkers to ensure the Customer Service Desk is not left unattended.
 - 3.05.3 Lunch is 60 minutes in length and generally begins 4 hours after the official start of the assigned shift. These are to be staggered in coordination with Customer Service Desk coworkers to ensure the Customer Service Desk is not left unattended.
 - 3.05.4 Deviations from break and lunch times shall be coordinated with your Supervisor or Appropriate Administrator.
 - 3.05.5 Breaks and Lunches are never to be taken at the Customer Service Desk.
 - 3.05.6 Customers Service Representatives will demonstrate professionalism in being consistent and punctual in the attendance to all assigned meetings and trainings.
- 3.06 *Behaviors*
 - 3.06.1 The Customer Service Desk is to be considered a front desk and the face/voice of the Maintenance & Operations department. As such specific behaviors are expected from Customer Service Representatives to encourage an attitude of pride and ensure consistent service. These include but are not limited to:
 - 3.06.1.1 Phones and Personal Digital Devices: Personal cell phones and music devices shall be left off or on silent and used only during breaks and lunch periods.
 - 3.06.1.2 Food: snacks and drinks are allowed at the Customer Service Desk, however large meals shall always be eaten away from the desk and no food shall be consumed while working with customers.
 - 3.06.1.3 Customers: At times people can be disrespectful. If you are being treated badly or with disrespect, you are not to engage with the individual in a conversation. Politely inform them that you will be hanging up due to the circumstance and that they can speak to your



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supervisor. Inform your supervisor or appropriate administrator of this incident immediately.

3.07 *Priorities*

3.07.1 Emergencies: Above all priorities, emergencies are the highest. Emergencies include but are not limited to leaks, loss of utilities, fire-life safety, building/room accessibility or security, or anything that threatens life and/or property.

3.07.2 Phones: The first priority of the Customer Service Desk is the Phone. Customers typically use phones to communicate Maintenance related emergencies, obtain information, follow up on open work orders, etc. The phones shall always be answered during business hours and never ignored by any Customer Service. The only exception would be if all Customer Service Representatives are currently assisting customers. The bottom line is that Customers should never feel that they have been ignored.

3.07.2.1 The duty of the Customer Service Representative is to quickly identify the customer’s needs, gather location of the issue, and the contact information of the individual reporting the issue; including email and/or phone number. This information shall be entered into the Call Log and Work Order created immediately. Technicians shall be dispatched if needed.

3.07.3 Radios: The second priority of the Customer Service Desk is the radio. Maintenance personnel use radios primarily to communicate issues to the Customer Service Desk for the purpose of requesting Maintenance assistance or updating the Desk on the status of work. The radio shall always be answered and never left unattended by any Customer Service Representative regardless of current work tasks or time of day. The radio should always be turned to the Work Control channel when not being used to dispatch technicians.

3.07.4 Walk-Ups: The third priority of the Customer Service Desk is to handle any and all walk-up requests. These request most often come from our internal technical/skilled staff. These walk-up should be handled expeditiously in order to keep technical staff in the field performing work.

3.07.5 Electronic Requests: The fourth priority of the Customer Service Desk is the iService Desk. Customers will often enter requests for services electronically to the Customer Service Desk. These shall be addressed frequently throughout the day. iService Desk requests shall be reviewed and appropriately forwarded or made into Work Orders by the end of the business day in which they were requested.

3.07.6 Call Log: Ensure all calls and associated actions are logged in the Call Log by the end of the business day in which the calls came in.



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3.07.7 Timelines: All requests for assistance shall be submitted as Work Orders by the end of the business day in which they are made. Emergency requests shall be created as DIN Work Orders within 30 minutes of the request and dispatch.

3.08 *Communications and Collaboration*

3.08.1 Customer Service Representatives shall participate in open and transparent communications.

3.08.2 Information shall be sought from Management and Supervisors as needed and disseminated appropriately.

3.08.3 Conversations shall be collaborative and with a positive and friendly attitude.

3.08.4 The established scripts shall be utilized for communications with customers. Communications shall be short and to the point. Explanations shall be left to a minimum, with a focus on collecting information and dispatching it appropriately.

3.08.5 Customer Service Representatives are to follow the Customer Service Guidelines for ensuring appropriate level of action for requests and inquiries.