**SUPPORT SERVICES ASSOCIATE**

NC 11900 (31000152) OSP 04/01/08

**DESCRIPTION OF WORK:** Positions in this banded class perform a range of semi-skilled to skilled services to support the operations of an agency or university. Duties may include displaying merchandise, making sales to customers, and taking inventory of stock; processing cash/debit/credit payments sale of goods or billed services such as utilities (lights, water, telephone); receiving, storing, issuing and care of stockroom/warehouse supplies and data processing; or processing mail. These positions may be found in operations such as cafeteria, snack bar, bookstore, supply store, stockroom, warehouse, vending services, surplus property services, mail service, cashier’s office, purchasing office and/or ticket office.

**EXAMPLES OF COMPETENCIES:**

**CONTRIBUTING**

**Customer Service:** General knowledge of product and resources. Ability to respond to customer needs.

Ability to follow customer services guidelines and demonstrates prompt and courteous services. Ability to maintain relationship with community, faculty, staff, students and/or vendors.

**Mathematics:** Basic knowledge of adding, subtracting, multiplying, and dividing. Basic knowledge in receiving and disbursing cash and

inventory/merchandise. Ability to maintain, verify, and

coordinate related records and disbursements. Ability to notify supervisor of errors or problems. **Communications-Oral:** Ability to listen to instructions and ask necessary questions to complete

tasks. Ability to communicate with fellow workers in a manner that allows work to be completed.

**JOURNEY**

**Customer Service:** Ability to anticipate, identify and understand customer’s service needs. Ability to maintain good rapport with customers while assisting them with obtaining products. Ability to check with customers and/or vendors to ensure products meet needs. Ability to establish and maintain good relationships with community, faculty, staff, students, and /or vendors. Ability to contact vendors or clients to provide or obtain information.

**Mathematics:** Working knowledge of adding, subtracting, multiplying, and dividing. Working knowledge in receiving and disbursing cash and

inventory/merchandise. Ability to maintain, verify, and

coordinate related records from a variety of sources. Ability to notify supervisor of errors or problems with processes and procedures.

**Communications-Oral:** Ability to understand and respond to standard questions. Ability to identify non- standard questions and determine the appropriate resource to consult/respond.

**ADVANCED**

**Customer Service:** Ability to inform customers of services available. Ability to respond to inquiries orally or by personal contact and written correspondence. Ability to assist customers and/or vendors to ensure delivery of quality product. Ability to provide input in establishing customer service standards. Ability to establish and maintain strong relationships with

**Sales and Promotions:** Basic knowledge of sources of supply, market factors, products, and commodities

being purchased. Ability to assist with transaction of selling and caring for merchandise.

**Program Knowledge/Records Administration:** Ability to perform a limited variety of recurring tasks and functions related to assigned processes and procedures. Ability to use established filing and data systems. Ability to assist in the preparation of requisitions and purchase orders. Ability to review information for completeness and accuracy.

**Sales and Promotions:** Working knowledge of sources of supply, market factors, products, and commodities being purchased. Ability to manage the transaction of purchasing, selling, and issuing products. Ability to promote products or services. May require the ability to develop advertising and promotional

plans.

**Program Knowledge/Records Administration:** Ability to perform a variety of recurring tasks and functions related to assigned processes and procedures. Ability to manage and verify files, records, and inventory. Ability to compile and organize information from different sources to develop reports and data. Ability to serve as resource to others.

**Managing Work and Performance:** May require the ability to oversee, plan, and assign work and ensure that policies and procedures are communicated. Ability to provide support and assistance as needed.

**Sales and Promotions:** Full knowledge of sources of supply, market factors, products, and commodities being purchased. Ability to develop advertising and promotional plans.

**Program Knowledge/Records Administration:** Ability to perform a variety of broad functions within assigned area. Ability to apply a complete

NC 11900

OSP 04/01/08

community, faculty, staff, students, and/or vendors. Ability to resolve customer and/or vendor problems. **Mathematics:** Full knowledge of adding, subtracting, multiplying, and dividing. Full knowledge in receiving and disbursing cash and inventory/merchandise.

Ability to resolve standard problems and consult with or make recommendations to supervisor for resolution of non-standard errors or problems.

**Communications-Oral:** Ability to lead by example in

overcoming communication problems in the work area. Knowledge of the chain of communication, who to contact and when. Ability to communicate sufficient information to keep the supervisor informed.

understanding of the information in order to extrapolate key data elements. Ability to utilize, reconcile and manipulate information for management reports. May require the ability to serve as lead worker.

**Managing Work and Performance:** May require the ability to plan and assign work, review performance, and provide suggestions and give instructions for improving work. Ability to oversee and train other staff.

**MINIMUM TRAINING AND EXPERIENCE:** High school diploma or equivalency.

**Special Note**: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.