

Customer Service Representative Tufts University

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Posted Jul. 14, 2025, set to expire Dec. 31, 2025

Job Title	Customer Service Representative
Department	Financial Services Operations
Institution	Tufts University Medford, Massachusetts
Date Posted	Jul. 14, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Finance/Investment Management
Job Website	https://jobs.tufts.edu/jobs/22068?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

Overview

The TSS (Tufts Support Services) organization delivers administrative and transactional services to schools and central units across the university's four campuses. Activities that are common across the many central divisions and schools have been consolidated, allowing expert teams to provide exemplary support to faculty and staff. Tufts Support Services operates under a governance model that includes service level agreements and corresponding metrics. Tufts Support Services is customer-focused and strives for continuous improvement and high customer satisfaction.

What You'll Do

The Financial Services Operations Team provides front-line customer service to Account Payable, Procurement Operations, Card Services, and Travel and Expense to support members of the Tufts

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community (faculty, staff, and student employees) and external customers. Requests are received via phone calls, emails, voicemails, walk-in service, and web forms, and the team is the first point of resolution, acting according to established, standard protocols. The Financial Services Operations Service Team engages on cases in Salesforce, the constituent relationship management (CRM) tool, and manages through close, communicating status, progress, next steps, and resolution to the customer. CSRs contribute to the Salesforce knowledge base and update as necessary, maintaining accurate information, policies, and processes that are compliant and reflect current practices. In addition to direct problem resolution, Support Reps guide constituents through self-service tools, and escalate complex issues to appropriate functional specialists within the Financial Services Operations team and expected to increasingly handle cases independently.

What We're Looking For

Basic Requirements:

- Knowledge and experience typically acquired through the completion of a High School/Equivalent/Associated Degree/ High School Diploma or equivalent required and a minimum of 5 years of work experience in applicable field (A/P, Financial Operations, Billing, and/or Customer Service)
- Minimum of 3 years' experience in a customer-facing role
Proven ability to maneuver difficult conversations and identify creative solutions for both the customer and university
- Proficient in MS Office
- Able to respond effectively to inquiries both in person and over the phone, following established guidelines.
- Attention to detail and accuracy
- Exemplary oral and written communication skills
- Excellent customer service orientation
- Aptitude for using technology and ability to learn and use CRM tool and/or other technologies.
- Able to prioritize, meet deadlines, problem-solve and research thoroughly, contribute to peer learning and collaborate in a team environment.

Preferred Qualifications:

- Associate Degree or Bachelor's Degree

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- Professional Certifications: FCP, Project Management

Pay Range

Minimum \$24.70, Midpoint \$29.50, Maximum \$34.20

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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