

Part-Time Customer Support Representative



THE UNIVERSITY of TEXAS SYSTEM
THIRTEEN INSTITUTIONS. UNLIMITED POSSIBILITIES.

Department	Texas Medical and Dental Schools Application Service (TMDSAS)
Institution	The University of Texas System
Location	Austin
No. of Openings	Multiple
Hours per Week	15
Hourly Pay Rate	\$15
Work Schedule	Flexible within the following times M-F, 9am-12pm and 1pm-4pm
Earliest Start Date	April 1, 2023
Expected End Date	December 15, 2023
FLSA Status	Non-Exempt
Benefits Eligible	No

About UT System

Established by the Texas Constitution in 1876, The University of Texas System consists of eight academic and five health institutions. [The University of Texas System](#) is primarily based in Austin, TX and is responsible for the central management and coordination of the thirteen institutions. Diversity and inclusion are core values for UT System, which serves the needs of a diverse and growing state. To that end, our review of applications will embrace the principles of the [veterans](#) and [former foster children](#) employment preferences (state laws), all of which are intended to promote diverse interview pools.

About Texas Medical and Dental Schools Application Service (TMDSAS)

The Texas Medical and Dental Schools Application Service (TMDSAS) is the central application processing service for applicants to all public dental, medical, podiatry, and veterinary schools in the state of Texas.

Position Purpose

Provide support to current and prospective applicants, health professions advisors, and evaluators accessing TMDSAS portals via phone, TMDSAS Application Portal Instant Messages, and email.

Essential Functions

- Answer incoming calls from customers and assist with their inquiries and concerns
- Provide accurate information about our services to customers
- Address and resolve customer complaints and issues in a timely manner
- Document customer interactions and escalate issues to appropriate team members as necessary
- Meet customer service goals and metrics set by the organization
- Other duties as assigned

Required Qualifications

- High school diploma or GED
- Basic computer skills and experience with Microsoft Office suite

Knowledge, Skills and Abilities

- Strong communication skills, both verbal and written
- Punctuality and reliability
- Ability to adapt and work collaboratively with team members as priorities change
- Excellent problem-solving skills and teamwork
- Ability to maintain strict security and confidentiality standards

Preferred Qualifications

- Some college is preferred
- Prior experience in working with students or admissions office
- Proven record of excellent organizational, time management skills
- Prior experience working with sensitive student records

Working Conditions

Work is performed in an office environment.

Uses personal computer and standard office equipment.

Role will begin in-office with a possible transition to a hybrid (remote & office presence) work schedule.

How to Apply

Send one email to ncastillo@txhes.com as specified below.

- Subject Line: Customer Service Representative - First Name Last Name
- Attach the following documents as Word or PDF files:
 - REQUIRED - Employment Application (https://cms.utsystem.edu/sites/default/files/offices/human-resources/JobPostings/Employment_Application.pdf)
 - REQUIRED - Resume

Additional Information

This position is security sensitive and subject to Texas Education Code 51.215, which authorizes the employer to obtain criminal history record information.

Equal Opportunity/Affirmative Action

The University of Texas System is an Equal Opportunity/ Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, disability, veteran status or sexual orientation. Reasonable disability accommodation may be requested by contacting the [Office of Talent & Innovation](#).

Please direct questions to the [Office of Talent & Innovation](#).