

Part-Time Customer Support Representative



The University of Texas System

Department	Texas Medical and Dental Schools Application Service (TMDSAS)
Institution	The University of Texas System
Location	Austin
No. of Openings	Multiple
Hours per Week	Up to 19
Hourly Pay Rate	\$20
Work Schedule	Flexible within 8 a.m. – 12 p.m. or 1 p.m. – 5 p.m., Monday - Friday
Earliest Start Date	Immediately
Expected End Date	December 15, 2024
FLSA Status	Non-Exempt
Benefits Eligible	No

About UT System

For more than 140 years, The University of Texas System has improved the lives of Texans — and people all over the world — through education, health care, and research. The System consists of nine academic institutions, five health institutions, and The University of Texas System Administration. The institutions of the UT System employ more than 116,000 faculty, health care professionals, researchers, support staff, and student workers.

The UT System Administration is primarily based in Austin, Texas. It supports the missions of the System's fourteen institutions by providing financial, legal, planning, purchasing, government relations, communications, development, and other central services. Serving a growing state, the UT System Administration strives to provide a welcoming, supportive work environment that embraces different perspectives - not only because it enables the organization to be stronger, creative, and thoughtful, but because it is the right thing to do. To that end, UT System Administration embraces state laws on [military](#) and [former foster children](#) employment preferences.

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:
 - [Employment Application](#)
 - 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 Administration is a federal contractor committed to providing equal employment opportunity for all qualified applicants and employees in all terms and conditions of employment. U. T. System will provide equal employment opportunity to all qualified persons and will not discriminate on the basis of race, color, sex, sexual orientation, gender identity/expression, pregnancy, religion, national origin, age, disability, genetic information, protected veteran status, or any other characteristic protected by federal or state laws.

For information on accommodations for individuals with disabilities, please contact the Office of Talent and Innovation at oti@utsystem.edu.