



Job Description – Customer Service Specialist / 公共安全部客服专员

Department: Public Safety

Reports to: Security Operations Manager

Position Summary

The Customer Service Specialist supports the goals and objectives of the NYU Shanghai Department of Public Safety, specifically in the protection of life and property, the enhancement of a positive care environment, and general protection and safety of the NYU Shanghai community and property.

帮助上海纽约大学公共安全部实现部门目标，保护上海纽约大学师生的生命及财产安全。

Responsibilities

- Responsible for handling daily routine tasks, including replying email in English, answering to questions from students, faculty and visitors about safety issues;
负责处理上海纽约大学指挥中心日常事务，包括回复英语邮件，用英语回答学生、教师、访客提出的相关问题；
- Provide timely and productive communications, both verbally and in writing, to the Security Operations Manager;
向保安经理及时口头及书面汇报安全指挥中心的工作情况；
- Successfully complete the basic Security Officer course and exam conducted by NYU Shanghai Department of Public Safety.
顺利完成上海纽约大学公共安全部的相关考核。

Qualification

- College degree or above, English major is preferred;
大专及以上学历；英语专业为佳；
- Skilled in office software applications (Excel, Word, PPT);
具备较强的办公软件运用能力 (Excel, Word, PPT);
- Ability to communicate effectively both orally and in writing in Mandarin/English for the purpose of public interaction and report writing;
具备较好的英语听说读写能力，能够使用中文和英语交流并完成书面报告；
- Ability to maintain satisfactory attendance and punctuality standard and willing to work on shift;
严格要求自己，准时出勤，能够接受轮班制工作；
- Ability to provide quality customer service with a friendly and professional demeanor;
能够以师生、教职工为中心提供专业、满意的服务；
- Neat and professional appearance;
整洁的仪容仪表；
- No criminal convictions as specified under NYU Shanghai guidelines.
无犯罪记录；
- Authorized to work in Shanghai, PRC.
能够在上海工作。