Customer Experience Specialist

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Type: Full-Time
Salary: $55,000 - $57,000 per year
Posted: 4 days ago
Application Due: 02/12/2026
Category: Business and Financial Services
Military
Description

Join Our Team and Make a Difference in Higher Education! At the System Administration office at the University of Colorado, we are dedicated to building a workplace where everyone feels valued, supported, and empowered to thrive. Our office is committed to fostering a culture where employees find community, a sense of belonging, and the opportunity to contribute meaningfully to our mission and purpose. By joining our team, you'll have a direct impact on shaping the future of higher education. In addition to the Office of the Board of Regents, the University of Colorado's system administration includes 19 units that provide essential services to CU's campuses in Aurora, Boulder, Colorado Springs, and Denver, as well as the Office of the President. While not a part of any one campus, we are proud to serve in the centralized office for the University system. Together, we ensure CU continues to deliver outstanding education, groundbreaking research, and valuable service to our communities. We believe in creating an environment where the unique experiences and perspectives of everyone are embraced, enriching the work we do and the strategic outcomes we pursue. If you're passionate about making a difference, contributing to a dynamic team, and supporting a mission that matters, we encourage you to apply and be part of our journey. Learn more about CU System Administration.

Position Summary:

The Procurement Service Center (PSC) is responsible for the purchasing, payables, contracts, commercial card, strategic sourcing, sustainability, small business program, and travel for the University of Colorado's (CU) four campuses and the Office of the President. Do you enjoy building relationships with diverse audiences, continuously learning, and being the go-to person for your customers? If so, this position is perfect for you. As a Customer Experience Specialist, you will provide training and support to customers needing assistance with Procurement Service Center (PSC) functions. You will be an expert in guiding customers on the use of PSC tools such as PeopleSoft, Concur, CU Marketplace, and others as they arise. Additionally, you will promote employee compliance by interpreting University policies related to procurement, commercial cards, travel, purchasing, and accounts payable. You will also constantly seek ways to improve the customer experience by

offering insights into resource and training development to help customers succeed in managing PSC processes. This role is crucial to the PSC's mission of delivering excellent customer service. This position reports to the Customer Success Program Manager and is exempt from the State of Colorado Classified Staff System.**Where You Will Work:** **Applicants must be Colorado residents or able to relocate to Colorado within a month of starting employment with University of Colorado System Administration.** This is a hybrid role, with occasional onsite work at our 1800 Grant Street office located in Denver. **Please note, leadership may adjust in-office work requirements with a minimum of three months' notice before any change can be implemented.Equal Opportunity Statement:**CU is an Equal Opportunity Employer and complies with all applicable federal, state, and local laws governing nondiscrimination in employment. We are committed to creating a workplace where all individuals are treated with respect and dignity, and we encourage individuals from all backgrounds to apply, including protected veterans and individuals with disabilities.**Duties & Responsibilities:**
Duties and responsibilities of the position include, but are not limited to: *Support and Service:*

- Provides individualized training and support to employees and affiliates across all four campuses and the Office of the President on the use of various complex tools, including the Concur Travel & Expense system and CU's Marketplace e-procurement system. This support is delivered through email, phone, video meetings, virtual office hours, and webinar training. This role is a member of the PSC Service Desk team that responds to a high volume of email and phone interactions, simultaneously throughout the day during the PSC's core operational hours of 8 a.m.-12 p.m. and 1 p.m.-5 p.m. MST. Understands PSC and University policies and provides guidance to stakeholders on their applicability and use
- Assists external suppliers by researching the status of payments, identifying resolutions for payment delay, and assisting in the supplier request and registration process
- Instructs internal and external customers on Procurement Service Center website resources, including navigating to policies, procedures, forms, learning resources, tax and other information
- Investigates issues, identifying when action is required by other resources, and escalating to appropriate stakeholders as necessary
- Utilize procurement tools (Concur, CU Marketplace, PeopleSoft Finance, etc.) as needed to complete basic system tasks and provide easy resolutions for campus customers
- Takes quick action on escalating potential issues with systems or policy when short-term customer contact trends suggest the need
- Interacts regularly with PSC personnel to learn and stay current on business processes, policies, and tool configuration
- Identifies gaps in content and creates content to support knowledge and AI chatbot functionality. *Knowledge Collection and Process Improvement:*
- Self-starter that continually looks for opportunities to increase knowledge in internal PSC functions to better support customers.

- Develops relationships and builds trust with customers as the front line into the PSC
- Provides professional, accurate and timely resolution to customer inquiries
- Tracks and manages contacts, tasks, research, and communications using CRM and other specialized tools/software
- Creates content for the PSC Knowledge Base in the form of Knowledge Articles that can be utilized to accurately resolve future inquiries as it relates to PSC processes and policies. *Special Projects:*

- Work on special projects as assigned.**What We Offer:**

Salary: The anticipated hiring range has been established at **$55,000-$57,000**. CU System Administration takes into consideration a combination of the selected candidate's education, training and experience as it relates to the position, as well as the position's scope and complexity, internal pay equity and external market value when determining a salary level for potential new employees. **Benefits:** With our unparalleled range of benefits, including top-notch healthcare, comprehensive wellness programs, enriching professional development, and a dynamic work-life balance, we ensure your holistic growth and happiness.

- No-cost or low-cost medical & dental plan options, some inclusive of IVF assistance.
- Disability, Life, Vision Insurance options.
- Multiple retirement planning options including a mandatory 401(a) plan where CU contributes 10% of your gross pay, a 401k or 403b plan and a 457 deferred compensation plan.
- Pre-tax savings plans, such as Health care and Dependent care flexible spending accounts.
- Embrace a healthy work-life balance with ample sick and vacation leave, along with at least 12 paid holidays. This includes a dedicated week off for winter break.
- 6 weeks of parental leave to adjust to the joys of parenthood.
- A tuition benefit program for you and/or your dependents.
- Free RTD EcoPass and Free Onsite Parking at our 1800 Grant Street Office.
- Many additional perks & programs with the CU Advantage.

Additional taxable fringe benefits may be available. For more information on benefits programs, please review our Comprehensive Benefits Guide. Access our Total Compensation Calculator to see what your total rewards could be at CU. (This position is a University Staff position)**Qualifications:**

Minimum Qualifications: Please ensure your resume includes any and all relevant experience to be accurately assessed against these qualifications. You must meet all minimum requirements listed at the time of application to be considered for this role.

- Bachelor's degree from an accredited institution of higher education, or equivalent professional experience (professional experience may be substituted for the educational requirement on a year-for-year basis)
- One (1) year of professional work experience in a customer service role (e.g., inbound help desk/call center; or other customer engagement environment)

Preferred Qualifications:

- Two (2) years of professional work experience in a customer service role supporting a business, procurement, finance, and/or educational function

- Experience with one or more of the following:
  oGeneral procurement practices
  oProcure to pay business processes
  oeProcurement and financial systems
  oSalesforce Service Cloud
  oPeoplesoft
  oChatbots
  oManaging customer inquiries through Live Chat functionality
- Professional experience working in a higher education institution
- Experience using Artificial Intelligence (AI)-driven solutions in support of customers and business operations
- Experience handling a high volume of inbound inquiries or cases while maintaining professionalism and accuracy
- Experience de-escalating situations in customer service environments
- Experience supporting customers across multiple channels (phone, email, chat)

Knowledge, Skills, and Abilities To be successful in this position, candidates will need the following:

- Impeccable customer service skills
- Oral, written, listening, and interpersonal skills (including the ability to facilitate interaction, communication, and teamwork between others), along with excellent comprehension skills
- A teaching mindset and skillset, including the ability to utilize multiple methods with one individual in order to ensure learning is received and retained
- Collaboration skills, including the ability to work (in-person and remotely) with others from different areas and backgrounds to reach a common goal
- Computer skills, including proficiency in Microsoft Office Suite, along with the ability to research and implement new software/tools to advance office goals and business processes
- Organizational skills, with the ability to work under pressure, manage multiple concurrent/competing projects, and adapt to changing priorities while maintaining personal effectiveness and strong customer service
- Critical thinking skills, including the ability to identify problems, questions, and assumptions; establish significance; and develop new ideas and initiatives that improve the performance of the organization
- Customer service skills, including the ability to actively listen, address customer needs, defuse tense situations, and maintain an open, flexible, and friendly demeanor
- Ability to work independently in a highly dynamic, flexible, and fast-paced environment
- Ability to learn technical, policy, and procedural information quickly and to retain it well
- Ability to utilize AI solutions to assist or perform business operations
- Knowledge of AI ethics and data privacy considerations in the workplace
- Knowledge of natural language prompting (NLP)

- Ability to produce content, ideate, edit, and perform analysis

How to Apply:
For full consideration, please attach the following as separate documents to your application:

1. A cover letter identifying the job specific minimum qualifications you possess
2. A resume including any and all relevant experience to be accurately assessed against the qualifications listed in the posting.

Please ensure you check the "Job Specific Attachments" box next to each document on the "Required Documents" page of the application for the appropriate documents to be attached. Per the Colorado Job Application Fairness Act, you are not required to provide your date of birth, dates of school attendance, or dates of graduation on your resume or cover letter. If an application requires additional materials, such as a transcript or certification, you may redact identifying information relating to your date or birth, dates of school attendance, or dates of graduation.**When to Apply:**For full consideration completed applications must be submitted by**Wednesday, February 11th**. Reference checking is a standard step in our hiring process. You may be asked to provide contact information, including email addresses, for up to five references as part of the search process for this position. *Please note: All application materials must be submitted through CU Careers; emailed materials will not be considered.***Sponsorship Statement:**We are unable to sponsor applicants for work visas for this position.**Background Check Statement:**The University of Colorado is committed to providing a safe and productive learning and living community. To achieve that goal, we conduct background investigations for all final applicants being considered for employment. Background investigations include a criminal history record check, and when appropriate, a financial history, motor vehicle history and/or fingerprinting background check. The Immigration Reform and Control Act requires that a verification of employment eligibility be documented for all new employees by the end of the third day of work. The University of Colorado is committed to diversity and equality in education and employment.**ADA Statement:**We are committed to an inclusive and barrier-free search process. We provide accommodations for applicants requesting accommodation through the search process such as alternative formats of this posting. Individuals with disabilities in need of accommodations throughout the search process should contact the ADA Coordinator at: systemhr@cu.edu.
< br> **Application Materials Required:** Cover Letter, Resume/CV **Job Category:** Information Technology **Primary Location:** Denver **Department:** S0001 -- System Administration - 52000 - Procurement Service Center **Schedule:** Full-time **Posting Date:** Jan 29, 2026 **Unposting Date:** Feb 12, 2026, 6:59:00 AM **Posting Contact Name:** systemhr.recruiting@cu.edu **Posting Contact Email:** systemhr.recruiting@cu.edu **Position Number:** 00789185 **To apply, please visit:** **https://cu.taleo.net/careersection/2/jobdetail.ftl?job=38837&lang=en** jeid-84f33f9e4eed8948 af38c36752096a93