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**Job Specification**

**Job Title: Customer Communications Center Supervisor**  
**BCAT Code: 500X AR**  
**Pay Grade: G14**

**Effective Date: April 1, 2007**  
**Revision Date: February 1, 2007**  
**FLSA Status: Non-Exempt**

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**General Description**

Organizes, prioritizes and schedules short and long-term work orders for Facilities Modification Request (FMR) and general maintenance. Coordinates activities for data collection and analysis to insure accurate information is accurately input into the database.

**Examples of Duties**

- Work with Facilities Management Services Division and customers on required completion dates and special timing requirements.
- Inspects buildings and complete work requests.
- Monitors and keeps abreast of latest scheduling technology, contracts and phasing requirements.
- Monitors/manages labor availability report for utilization of resources. Work to establish schedules for long term and short term work requests.
- Prepares and maintains long range (quarterly six-month) and short term (one to four weeks) historical data and data from poop institutions to be able to benchmark utilization.
- Prepares reports for performance/productivity measurements and trade analysis.
- Supervises employees and activities to include completing performance appraisals, handling customer complaints, training employees, addressing personnel issues, preparing work schedules and other assigned duties.
- Collects and make a database for customer feedback on surveys distributed after work request completion.
- Performs other related duties as assigned.

**Knowledge, Skills and Abilities**

- Ability to communicate effectively verbally and in writing.
- Ability to supervise and direct the work of others.
- Familiarity with Crystal reports software.
- Ability to analyze data
- Knowledge of building codes and CSI standards
- Ability to maintain logs and records for work estimated and accomplished
- Experience with construction, maintenance, HVAC or trades.

**Minimum GSU Hiring Standards**

Bachelor's degree and one year supervisory experience in construction, maintenance, HVAC, or repair trades; or a high school diploma or GED and five years supervisory experience in construction, maintenance, HVAC or repair trades; or a combination of education and experience.

*The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.*