



Job Specification

Job Title: Customer Services Specialist I
BCAT Code: 510X BN
Pay Grade: G07

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

General Description

Provides information to students, faculty, staff and the general public on departmental policies, procedures and regulations.

Examples of Duties

- Responds to questions and complaints from students, faculty, staff and general public; provides information on departmental procedures, policies and regulations.
- Assists with special projects.
- Converses with customers via phone or person to person handling general inquiries.
- Processes various types of documents in completion of duties.
- Prepares forms, letters, memos, etc. utilizing a variety of software packages.
- Receives visitors, answers phone, routes calls and records messages.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities

- Knowledge of office and administrative policies and procedures.
- Knowledge of basic office equipment operation.
- Knowledge of basic computer operation and software packages (Microsoft Office, etc).
- Knowledge of Business English grammar, spelling and punctuation in order to compose correspondence.
- Effective organizational, time management and proofreading skills.
- Ability to prioritize work assignment and work under general supervision
- Ability to communicate effectively in writing and orally.

Minimum GSU Hiring Standards

High school diploma or GED and one-year customer service, administrative or office experience; 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.