



## **Job Specification**

**Job Title: Customer Services Specialist II**  
**BCAT Code: 510X BP**  
**Pay Grade: G09**

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

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### **General Description**

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

### **Examples of Duties**

- Assists with training, supervising and scheduling work for employees.
- Handles complaints, questions and inquiries forwarded by lower level employees.
- Assists in coordinating special projects.
- Responds to questions and complaints from students, faculty, staff and general public; providing information on departmental procedures, policies and regulations.
- Converses with customers via phone or person-to-person handling general inquires.
- 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**

- Considerable knowledge of office and administrative policies and procedures.
- Considerable knowledge of basic office equipment operation.
- Considerable knowledge of basic computer operation and software packages (Microsoft Office, etc).
- Considerable knowledge of Business English grammar, spelling and punctuation in order to compose correspondence.
- Effective organizational, time management and proofreading skills.
- Basic supervisory skills necessary to perform as a team leader.
- Ability to prioritize work assignments and work under general supervision.
- Ability to communicate effectively in writing and orally.

### **Minimum GSU Hiring Standards**

High school diploma or GED and two years 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.*