



Job Specification

Job Title: Customer Services Specialist III
BCAT Code: 500X AL
Pay Grade: G10

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

- Trains, supervises and schedules work for employees.
- Provides courteous responses to complaints, questions and inquiries forwarded by lower level employees.
- Coordinates special projects.
- Responds to questions and complaints from students, faculty, staff and general public; provides information on departmental procedures, policies and regulations.
- 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 records messages.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities

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

Minimum GSU Hiring Standards

Bachelor's degree; or a high school diploma or GED and four 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.