



Job Specification

Job Title: Manager, Customer Communications Center
BCAT Code: 450X BP
Pay Grade: G17

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

General Description

Organizes, supervises, and manages all functions of the Customer Communication Center Division including facility inspections, work reception, planning and estimating, shop loading, and service contract administration.

Examples of Duties

- Manages receipt of all services requested for performance of work by the Physical Plant Department. Assign the internal coordination and tracking of the work between the Physical Plant Divisions and generate work status report to the requesting organizations and internal management personnel for their continuing actions and information
- Manages the planning and estimating function, which includes the preparation of preliminary estimates, and fixed price contact proposals for maintenance, repair, or service performed by an outside contact.
- Manages and develop the plan for University facilities inspections and preventive maintenance programs, using the results of these programs to develop long range capital outlay and annual maintenance budget plans that will provide for a high level of maintenance renovation and modernization of these facilities.
- Develops plans and specifications in conjunction with other divisions for construction, improvements, alterations, and installation of equipment. Determines specific projects requirements for technical feasibility and adherence to the project cost, and resolves problems encountered during the construction phase.
- Develops long-range shop load plans based upon work backlog and Physical Plant shop capabilities. Determines whether performance of work will be by Physical Plant forces or by contract depending upon current shop backlog and capability.
- Maintains an ongoing customer feedback program to asset performance. Prepares and distributes regular status reports.

Knowledge, Skills and Abilities

- Ability to supervise others.
- Knowledge of facilities and their installed mechanics and electrical systems and principles, methods and equipment associated with their construction and operation.
- Knowledge of principles required to develop and execute a program for maintenance inspection, planning and estimation.
- Ability to communicate effectively verbally and in writing.

Minimum GSU Hiring Standards

Bachelor's degree and two years; or high school diploma and six years; or 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.