



Job Specification

Job Title: Manager, PantherCard Operations
BCAT Code: 456X AG
Pay Grade: G15

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

General Description

Manages the daily operations of the PantherCard office.

Examples of Duties

- Manages the card production for students, staff, faculty, and other cardholders.
- Hires, trains and supervises student assistant and customer service representative in the daily operation of the PantherCard office.
- Handles inquiries concerning account information related to PantherCash, PantherPrint and PantherMeal accounts.
- Manages the operation for the Point of Sales Register for customer's deposits, sales, and refunds.
- Maintains an inventory of all card system equipment and supplies.
- Develops and implements training programs.
- Reconciles POS register and prepares the distribution report of the daily deposits and sales.
- Generates and records monthly reports in order to reconcile and distribute contractors' PantherCash sales and revenues.
- Works with department business managers and administrators in creating and maintaining department copy accounts.
- Assists with marketing and other initiatives to promote all areas of the PantherCard program.
- Assists with establishing and monitoring departmental budget.

Knowledge, Skills and Abilities

- Knowledge of applicable federal, state, local laws, rules, and regulations governing funds.
- Knowledge of program development and implementation practices and procedures.
- Ability to develop effective marketing strategies and techniques.
- Ability to manage a budget.
- Ability to communicate effectively both verbally or in writing.
- Ability to supervise others.
- Ability to develop effective marketing strategies and techniques.
- Evidence of knowledge and application of student development theory.
- Proficiency with word, spreadsheets, and database programs.

Minimum GSU Hiring Standards

Bachelor's degree in business or a related field and two years of supervisory/managerial experience; or a bachelor's degree and four years of related experience, or a combination of training 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.