



**Job Specification**

**Job Title: Operations Manager**  
**BCAT Code: 455X AZ**  
**Pay Grade: G15**

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

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**General Description**

Oversees the day-to-day administrative, supervisory and operation of a large defined unit.

**Examples of Duties**

- Supervises, schedules and monitors the performance of assigned office staff and work-study students.
- Assigns telephone and front counter coverage for all staff assigned to assist in the rotation of those duties.
- Prepares all necessary paperwork including work-orders, web-based information, material requisitions, etc.
- Creates and implements policies and procedures for the unit.
- Advises and counsels staff, department head and/or students.
- Serves as a liaison to the public and university community to coordinate all outreach activity.
- Assists in setting goals, coordinating information technology issues and various information systems.
- Manages the unit's budget.
- Reviews, investigates, and resolves problems within the unit that are inclusive or procedural, technical, and educational situations.
- Handles all communication efforts for the unit.
- Develops long and short-term goals to improve staff performance and ensure effective management.
- Performs other related duties as assigned.

**Knowledge, Skills and Abilities**

- Ability to communicate effectively verbally and in writing.
- Ability to work under pressure and handle stressful situations.
- Ability to supervise and direct the work of others.
- Ability to lift up to 25 pounds.
- 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 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.*