



Job Specification

Job Title: Panther Card Administrator
BCAT Code: 461X BA
Pay Grade: G14

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

General Description

Acts as a liaison between the card office and all user-groups and IS&T personnel.

Examples of Duties

- Operates the campus wide ID system program to update the cardholder database.
- Enters new cardholder records, resets balances, assigns and revokes privileges.
- Produces cards for student, staff, faculty, and all other cardholders by operating the computerized video imaging equipment and imaging database.
- Resolves complex customer service and technical issues, as required.
- Develops and implements training programs, as required.
- Develops marketing programs and initiatives to successfully get all members of the GSU community re-carded.
- Develops ongoing programs to card all new entrants into the campus community.
- Maintains an inventory record of all card system equipment and a log of all equipment problems and failures.
- Contacts appropriate vendors and University offices to report and follow up on problems.
- Develops procedures for security access monitoring and equipment installation, maintenance and replacement.
- Handles inquiries concerning account information.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities

- Knowledge of computer applications related to area of assignment.
- Skill and ability to communicate effectively, both orally and in writing.
- Skill and ability to solve problems and handle complaints.
- Ability to train and supervise lower level employees.

Minimum GSU Hiring Standards

Bachelor's degree and three years related experience in a customer service environment; 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.