General Description
Provides information to students, faculty, staff and the general public on departmental policies, procedures and regulations.

Examples of Duties
- Responds to questions and complaints from students, faculty, staff and the general public.
- Informs on departmental procedures, policies and regulations.
- Assists with special projects.
- Communicates with customers via telephone or person-to-person in handling general inquiries.
- Processes different types of documents as part of the completion of duties.
- Prepares forms, letters, memos, etc. using a variety of software packages.
- Receives visitors, answers the telephone, routes calls, and records messages.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities
- Knowledge of office and administrative policies and procedures.
- Knowledge of basic office equipment operations.
- Knowledge of basic computer operations and software packages, such as Microsoft Office, etc.
- Knowledge of business English, grammar, spelling and punctuation.
- Effective organizational, time management and proofreading skills.
- Ability to prioritize work assignments and work under general supervision.
- Ability to communicate effectively in writing and orally.

Minimum GSU Hiring Standards
High school diploma or GED and one year of customer service, administrative or office experience; or a combination of education and related experience.