Job Title: GCIC Business Affairs Coordinator

BCAT Code: 09LX42  Effective Date: April 1, 2007
Pay Grade: G14  FLSA Status: Exempt  Revision Date: July 1, 2013

Job Description
Coordinates the daily operational and administrative functions of the Georgia Career Information Center (GCIC), such as office management, career library, data collection, activity tracking, etc.

Job Duties/Responsibilities
- Evaluates, reviews, updates, and maintains operational processes.
- Trains staff.
- Supervises the customer service specialists.
- Manages the data collection process for assessments and the activity tracking.
- Manages the office calendar, daily schedules, and workshops.
- Coordinates the communication process with students.
- Coordinates and implements a marketing program with the staff.
- Liaises with external customers on behalf of GCIC.
- Evaluates operations and prepares reports detailing the progress of operations.
- Performs other advanced level marketing and specialist duties as assigned.

Knowledge, Skills, and Abilities
- Knowledge of promotional, marketing, customer service, and training techniques and practices.
- Knowledge of office policies and procedures.
- Knowledge of basic computer operations and software, such as spreadsheets, word processing, databases, and presentations.
- Effective time management and organizational skills.
- Ability to multi-task, pay attention to detail, and exhibit excellent customer service.
- Ability to communicate effectively verbally and in writing.

Minimum Hiring Standards
Bachelor’s degree and two years of related experience; or a combination of education and related 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.