Job Title: Manager, Customer Communication Center

BCAT Code: 09NX20  Effective Date: April 1, 2007
Pay Grade: G17   FLSA Status: Exempt  Revision Date: July 1, 2013

General Description
Organizes, supervises, and manages all functions of the Customer Communication Center Division, such as facility inspections, work reception, planning and estimating, shop loading, and service contract administration.

Examples of Duties
- Manages the receipt of all services requested for work performed by the Physical Plant Department.
- Assigns the internal work coordination and tracking between the physical plant divisions; generates work status reports for the requesting organizations and internal management.
- Manages and plans the preparation of preliminary estimates and fixed price contract proposals for the maintenance, repair, or service performed by an outside contact.
- Manages and develops the plan for University facilities inspections and preventive maintenance programs, using the results of these programs to develop long-range capital outlay and annual maintenance budget plans that will provide for a high level of maintenance renovation and modernization of these facilities.
- Develops plans and specifications in conjunction with other divisions for the construction, improvements, alterations, and installation of equipment. Determines specific project requirements for technical feasibility and adherence to the project cost, and resolves problems encountered during the construction phase.
- Determines whether the work will be performed by physical plant forces or by contractors, subject to shop backlog and capability.
- Maintains an ongoing customer feedback program to assess performance.
- Prepares and distributes regular status reports.

Knowledge, Skills and Abilities
- Knowledge of principles required to develop and execute a program for maintenance inspection, planning and estimation.
- Knowledge of facilities and their installed mechanics and electrical systems and principles, methods and equipment associated with their construction and operation.
- Ability to supervise others.
- Ability to communicate effectively verbally and in writing.

Minimum GSU Hiring Standards
Bachelor’s degree and two years of related experience; or high school diploma and six 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.