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
- Knowledge of computer operations, such as word processing, spreadsheets, and database programs.
- 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.

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.