General Description
Develops, implements and oversees programs and services in the assigned office, college, division or department.

Examples of Duties
- Implements and designs new programs.
- Serves as central point of contact for answering questions, responding to complaints, identifying and solving problems, etc.
- Supervises and assigns duties to the support staff.
- Organizes and analyzes all collected data.
- Prepares reports to funding agencies, management staff, and other required organizations.
- Advises staff on problem solving techniques.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities
- Knowledge of program development and the implementation of practices and procedures.
- Knowledge of administrative practices and procedures.
- Knowledge of state and federal laws and regulations governing funds.
- Effective time management and organizational skills.
- Ability to supervise and train lower level employees.
- Ability to communicate effectively orally and in writing.

Minimum GSU Hiring Standards
Master’s degree and five years of related experience including at least two years of supervisory experience.