Georgia State University

Job Specification

Job Title: Customer Services Specialist II

BCAT Code: 09TX48
Pay Grade: G09  FLSA Status: Non-Exempt
Effective Date: April 1, 2007
Revision Date: July 1, 2013

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

Examples of Duties
- Assists in the training, supervision and work scheduling of employees.
- Handles complaints, questions and inquiries that are forwarded by lower level employees.
- Assists in coordinating special projects.
- Responds to questions and complaints from students, faculty, staff and the general public; gathers information on departmental procedures, policies and regulations.
- Communicates with customers via telephone or person-to-person in handling general inquires.
- Processes different types of documents as part of the completion of duties.
- Preparers 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.
- Basic supervisory skills necessary to act as a team leader.
- 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 two years of customer service, administrative or office 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.