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

**Examples of Duties**
- Trains, supervises and schedules the work for employees.
- Provides courteous responses to complaints, questions and inquiries forwarded by lower level employees.
- Coordinates special projects.
- Responds to questions and complaints from students, faculty, staff and the general public.
- Informs on departmental procedures, policies and regulations.
- Converse with customers via phone or person-to-person in handling general inquiries.
- Processes multiple types of documents as part of the regular duties.
- Prepares forms, letters, memos, etc. utilizing a variety of software packages.
- Receives visitors, answers the telephone, routes calls, 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 operation.
- 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.
- Ability to supervise and train lower level employees.
- Ability to prioritize work assignments and work under general supervision.
- Ability to communicate effectively in writing and orally.

**Minimum GSU Hiring Standards**
Bachelor’s degree; or high school diploma or GED and four years of customer service, administrative or office experience; or a combination of education and related experience.

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*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.*