Job Specification

Job Title: Program Manager, Panther Temps

BCAT Code: 09NX85      Effective Date: November 18, 2013
Pay Grade: G16      FLSA Status: Exempt      Revision Date: November 1, 2014

General Description
Manages the Panther Temps Program, an internal temporary services program for the University. Plans and implements marketing strategies to market the program to all hiring managers in the University community to maximize the utilization of the program.

Examples of Duties
- Manages the program, such as journal entries for payroll, mark-ups, development and implementation of standard operating procedures (SOPs), program marketing, etc.
- Handles employee relations matters for temporary employees; meets with the employee and/or hiring managers to find a resolution.
- Ensures compliance with all Georgia State University (GSU) policies and procedures, state and federal employment laws.
- Manages unemployment claims filed by Panther Temps, such as responding to initial claims, state claims, preparing hiring managers and witnesses in disputes, representing GSU in Department of Labor (DOL) hearings.
- Retention-consults with managers concerning the employee performance or behavior to improve employee engagement, motivation, performance, etc. as needed.
- Develops and implements a recognition program for temporary employees.
- Consults with hiring managers to assess hiring needs; develops recruitment strategies for sourcing and recruiting qualified candidates; determines the most effective recruitment tools, such as advertising, employee referrals, job fairs, etc.
- Serves as the internal consultant for departments wanting to hire temporary employees.
- Manages the selection process, such as interviewing, candidate assessment, etc.
- Ensures that all temporary employees undergo background screening.
- Researches employment law to support managers and HR administrators.
- Exercises independent judgment and discretion in the selection process.
- Implements and updates standardized processes and procedures, such as the new hire onboarding program, training, and coaching.

Knowledge, Skills and Abilities
- Knowledge of federal and state employment law and University policies.
- Knowledge of Human Resources (HR), recruiting and staffing.
- Effective time management, customer service, and organizational skills.
- Effective oral and written communication skills.
- Ability to use independent judgment in complex settings.

Minimum GSU Hiring Standards
Bachelor’s degree and three 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.