Classification Specification: Public Relations Specialist

BGSU
Bowling Green State University

Classification Number:	64433	Pay Grade:	26
Effective Date:	09/25/2019	Current Exemption Status:	Nonexempt

Position Summary

Oversees the complete customer service experience with University and outside public events assigned to their supervision. Collaborates with event hosts and various departments across campus to ensure the event space and the facility in general is prepared throughout the duration of an event. Additionally assists with accounting and registration procedures around events as well identifying facility concerns and ensuing repairs are completed.

Essential/Primary Duties

Meets directly with clients and completes room diagrams as needed for large events, while ensuring all events have proper staffing and logistics requested to include Audio Visual needs prior to an event.

Oversees the facillty and staff on rotation with the Management Team during assigned high profile events to ensure a high level of customer service is provided.

Assists with the training of students across all areas of the operation regarding policies and procedures, job duties and guest relations, and the use of equipment and services.

Assist with weekly billing pratices to ensure proper invoicing occurs and general ledgers reflect how expenses and revenues move between internal accounts campus wide, which also includes reviewing the billing of public client events.

Collect payments to include cash handling and perform deposits for the Office of Conference & Event Services following PCI compliance standards.

Utilize sofitware to update webpages, and secure ticjeted events for depatments and student organizations using our administrative content mangement systems to include the troubleshooting of softwre and equipment prior and onsite at events.

Creates work orders based on facility needs and requests, to include tracking the status and follow-through of open tickets until updates and repairs of equipment, furnishings, and technical systems (data, audio visual, HVAC, etc.) is completed.

Assists student support staff during peak hours with customer service issues related to the review of online and onsite requests for space reservations in the Bowen-Thompson Student Union and across campus.

Experience

– One to two years of related experience required; supervisory experience and/or training required

Education

– High school diploma or GED required; Associate's degree preferred

Physical Requirements

Office or other indoor work: Moderate work: occasionally working in difficult position and/or with physical demands such as continuously lifting/moving materials from 25 to 50 pounds and occasionally lifting/moving materials greater than 50 pounds

Working Conditions

Work is generally performed in a well lit, temperature-controlled indoor environment with occasional exposure to the outdoors and/or any number of elements.

Essential Competencies

— Knowledge of basic mathematical skills
— Knowledge of basic reading skills
— Ability to carry out verbal and/or written instructions
— Ability to effectively communicate, verbally and written
— Detailed-oriented and highly accurate
— Ability to work in changing environment
— Ability to work effectively in a team environment
— Ability to interact effectively with students, faculty and/or staff or the public and represent BGSU appropriately
— Ability to coordinate or lead others in accomplishing work activities
— Knowledge of computer skills, such as MS Office, presentations, spreadsheets and/or database entry/query
— Ability to operate computers and peripheral equipment such as printers
— Ability to draft office correspondence
— Ability to operate and use manual and power custodial equipment
— Ability to effectively utilize audio/visual equipment
— Experience using EMS and Room Viewer diagram program

Supervisory Responsibility

Full-Time	**Part-Time**
None	None

Providing Direction

Full-Time	**Part-Time**
None	None

Responsibility for Student Workers

Provides work direction and may select, hire, schedule and provide formal feedback.