Classification Specification: Public Relations Coordinator

Classification Number: 64430
Effective Date: April 4, 2014
Pay Grade:
Current Exemption Status: Nonexempt

Position Summary

Provides customer service assistance and information to clients, business people, government officials and general public. Provides assistance in resolving problems, questions or complaints.

Essential/Primary Duties

- Serves as front line for communication in answering inquires.
- Researches and analyzes customers’ questions and provides explanation as needed.
- May assist customers with other needs, such as scheduling meetings or events, reserving space, audio/visual requirements or parking.
- Maintains records and files. Prepares reports and memos.
- May perform other work in the office as requested, including processing forms and other financial transactions, assisting with projects and sorting and distributing mail.
- May assist in training and supervising student workers and acts as back up supervisor.

Experience and Education

Experience
- Three to six months related experience required

Education
- High school diploma or GED required

Physical Requirements

Office or other indoor work: with minimal physical demands such as occasionally lifting/moving materials less than 25 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

Supervisory Responsibility

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Providing Direction

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Responsibility for Student Workers

Provides work direction and may schedule and/or provide formal feedback.