

Classification Specification: Public Relations Coordinator

Classification Number: 64430 Pay Grade:
Effective Date: April 4, 2014 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.

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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

Full-Time

None

Part-Time

None

Providing Direction

Full-Time

None

Part-Time

None

Responsibility for Student Workers

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