

Classification Specification: Sr. Public Relations Coordinator

Classification Number: 64431
Effective Date: 04/04/2014

Pay Grade: 26
Current Exemption Status: Nonexempt

Position Summary

Assists customers with University events, programs and other inquiries. May include creating room diagrams prior to their event, collaborating with the event planning staff to ensure correct equipment is being requested for events and meeting with customers at their event to assist in revising room arrangements as needed.

Essential/Primary Duties

- Monitors daily activities in public areas of University facility or college, especially with respect to customers' needs and the safety and security of customers and the building. Responds to emergencies within the facility or college, including fire, tornado, power outage and others. Assists in the development of policies and procedures for facility and equipment usage in compliance with ADA regulations.
- Assists the event planning and catering staff with identification of customer needs by creating room diagrams.
- Hires, trains, supervises and evaluates building managers and building services student staff. Schedules and assigns work to staff to address daily events and operational needs. Participates in the development of staff training models and modules, strategies for implementing excellent customer service and feedback mechanisms and on-going quality improvement.
- Monitors conditions of facilities and coordinates light and heavy cleaning needs with Housekeeping Manager.
- Identifies facility and service problems and recommends strategies for resolution as appropriate. Develops and maintains records of furnishings and equipment. Recommends purchase of additional items or replacement of items as needed.

Experience and Education

Experience

- One year related experience required; supervisory experience and/or training required

Education

- High school diploma or GED required

Physical Requirements

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.

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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
- 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

None

Part-Time

None

Providing Direction

Full-Time

None

Part-Time

None

Responsibility for Student Workers

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