



Job Vacancy Announcement # 26-04046

Employment Opportunity



www.gpstc.org/careers

Posted: 04/14/2026

Application Deadline: 04/22/2026

Full-Time Part-Time

Job Title: **Customer Service Supervisor (Front Desk – Physical Plant Unit/Support Services)**

Starting Annual Salary: \$38,480.00 (\$3,206.66/month)

Description of Duties & Responsibilities: This Customer Service Supervisor position supervises employees assigned to front desk/student services team. Responsibilities include dorm lodging check-ins/outs, memorial merchandise sales, tuition payments, meal card payments, student manual sales information inquiries from students/visitors, video surveillance camera monitoring, remote front gate access/monitoring, and monitoring GPSTC Police Department and other emergency response activities. Provides helpful, courteous, responsive and knowledgeable customer service. Applies policies and guidelines in the performance of job responsibilities. Work hours for this position are subject to shift changes and/or shift rotation, and to work on weekends and holidays.

Minimum Qualifications: High school diploma or GED and four (4) years of progressively difficult office/customer service experience. One year of experience in a supervisor or Lead role. The ability to interact professionally and competently with staff and visitors of various organizational levels. Maintain strict confidentiality while handling sensitive information/records. Must:

- Be organized and possess the ability to remain flexible, resourceful and efficient during extremely busy/stressful periods.
- Possess excellent oral and written communication skills.
- Be able to research and develop reports as instructed.
- Be able to account for money, inventory, and balancing.
- Be able to perform and coach others in customer service-related duties in a helpful, courteous, responsive, and knowledgeable manner.

Other Remarks: Selected candidate subject to criminal records background and drug screening clearance.

WE OFFER:

Primary Work Schedule: Work schedules allow employee to disconnect from work responsibilities, focus on family & personal life activities.

Professional Development Opportunities: Professional development and specialized certifications are supported and encouraged.

Competitive Salary: Consideration for a salary increase conducted annually and based on agency appropriations.

Other Benefits Include: Paid Time Off, 13 Paid Holidays, Retirement Plan (Defined Benefit plus 401K match), Health, Life, Vision, Disability Insurance Options, Health/Dependent Care Spending Accounts, Employee Assistance Program, etc.

To Apply: Submit required application and supplemental documents to Human Resources – GPSTC; 1000 Indian Springs Drive; Forsyth, Georgia 31029, or email application packet to employment@gpstc.org OR fax to (478) 993-4407 no later than 5:00 p.m. of the deadline date. Contact (478) 993-4411 with any questions. **Link to Job Application:** www.gpstc.org/careers **GPSTC is an Equal Opportunity Employer.**

Initial screening: Submitted application & documents will be reviewed to determine those applicants selected for interview appointment.

Application Requirements:	<p><u>Internal Candidates:</u></p> <ul style="list-style-type: none"> • “Application for Another Position” form. • Resume (Provide summary description of duties performed in past/current employment). <p><u>External Candidates:</u></p> <ul style="list-style-type: none"> • State of Georgia Application for Employment (completed & signed). • Resume (summary of duties performed in current/past employment.) • Copy of DD214 (as applicable)
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