

*Founded in 1927, Austin Peay State University is a comprehensive, state-assisted university with an enrollment of approximately 9,000 students. APSU was named in honor of the late Tennessee Governor Austin Peay, who served from 1923–1927.*

*With a main campus in Clarksville, Tenn. and a satellite campus on post at Fort Campbell, Ky., APSU is one of 47 universities, community colleges and technology centers in the Tennessee Board of Regents system, the sixth largest system of higher education in the nation. The University offers a full range of academic programs at the associate, baccalaureate and master's degree levels in the arts, sciences, business and selected professional programs. APSU offers 13 online degree programs and hundreds of Web-based classes. Among APSU's many points of distinction are its outstanding programs in the sciences, two centers of excellence in the creative arts and field biology and four chairs of excellence in the creative arts, business, free enterprise and nursing.*

*An integral part of Clarksville, a rapidly growing city of more than 100,000 located 45 minutes northwest of Nashville, the University led the state in enrollment growth in recent years. Since 2000, Austin Peay has renovated and erected numerous top-of-the-line facilities on its 160-acre main. Of the universities offering classes on post at Fort Campbell, only APSU has been given permission to construct its own building. The University enrolls more students at the Fort Campbell Center than the other five institutions combined.*

**Information Center Supervisor  
Fort Campbell Center  
Regular Full-Time Position  
Position Number 401010**

**General Description**

The Information Center Supervisor works under the general supervision of the Executive Director of Austin Peay State University at Fort Campbell. The person is responsible for providing information to the public and the University community about admissions, enrollment, general services and other information about APSU and the Fort Campbell campus.

**Primary Duties and Responsibilities**

- Answer the telephone and provide general information; route calls to appropriate office personnel.
- Greet students, faculty and visitors and refer them to appropriate office staff.
- Process daily mail and mass mailings.
- Check forms and materials for accuracy and required necessary information; forward material to proper location.
- Maintain inventory of office forms in work area.
- Guide and monitor the work of student employees.
- Assist with registration.
- Assist in account payables and receivables duties for Business Services—accept fees, tuition assistance forms and graduation fees; deposit funds.
- Schedule appointments for liberal arts advisors.
- Assist with distribution and recording of forms for Eagle Cards for students each term.
- Perform other job-related duties as assigned.

**Essential Functions**

- Ability to efficiently operate a personal computer and associated software (Outlook, Word, Excel, etc.) and SungardHE Banner.
- Ability to communicate effectively and appropriately.
- Ability to maintain confidentiality of records and information.
- Ability to interact in an effective and appropriate manner with diverse populations, the University community and the public.
- Ability to detect and correct grammatical and spelling errors in written correspondence.
- Ability to maintain files accurately, in paper and in software programs.
- Ability to accurately process office forms and paperwork.
- Ability to handle multiple tasks simultaneously.
- Ability to work independently and with little supervision.
- Ability to process incoming and outgoing mail.
- Ability to effectively supervise student employees and complete all associated personnel actions in a timely and accurate manner.
- Ability to work some evening hours as required.

**Required Minimum Qualifications**

- High school graduate or equivalent.
- Two years of previous office experience.
- Keyboarding exam and score of 45 wpm.
- A background and credit history check will be required of the successful applicant.

### **Additional Preferred Qualifications**

- Previous experience in a college environment.
- Knowledge of Sungard SCT Banner.

**IT IS A CLASS A MISDEMEANOR TO MISREPRESENT ACADEMIC CREDENTIALS**