

Communications Customer Service Manager Range of skills and "Job Requirements"

Category	Specific Task				
Communication	Getting Around UT				
Communication	Twitter/other social media				
Communication	Blast emails				
Communication	Template email				
Communication	Website				
Communication	Fliers				
Communication	Maps	Creation	Proofing	Distribution	
Communication	Video - with SGA				
Communication	Parking Garage Occupancy				
Customer Service	Parking				
Customer Service	Citation				
Customer Service	Event				
Customer Service	Other				
Customer Service	Auto response				
Customer Service	Night/weekend voice mail				
Maps	Baseball				
Maps	Basketball	Men's	Women's		
Maps	Campus				
Maps	Concert	Regular	Premium Parking		
Maps	Cone Zone	Summer			
Maps	Destination Imagination				
Maps	Directions to Campus				
Maps	Evening class & Special Event				
Maps	Football	Orange & White	Regular	Fan Day	
Maps	Orientation				
Maps	Special Event	Tennis	Swimming	Track & Field	Softball
Maps	T Bus				
Special Projects	Committees:	Orientation Advisory	Homecoming	CCE	
Special Projects	Construction				
Special Projects	Fraternity Park				
Special Projects	Guardian & LiveSafe Apps				
Special Projects	Maintenance				
Special Projects	Purple Heart				
Special Projects	Safety and Bike Registration				
Special Projects	Sorority Village				
Special Projects	Summer Camp Calendar				
Special Projects	Traffic & Parking Authority				
Special Projects	Welcome Back Calendar				
Special Projects	Welcome Week				
Training	Parking & Transit Department				
Training	My professional development				
Training	Travel				
Training	Staff Parking Liaison				
Training	Welcome Week/OL's				
Training	Special Event lot attendants				
Training	32 hours university				

Communications Customer Service Manager Range of skills and "Job Requirements"

Category	Specific Task				
Networking	Campus Communicators				
Networking	Event Planners				
Networking	MSTPA				
Networking	APTA-Universities				
Networking	SEC Parking				
Networking	City of Knoxville				
Networking	Cumberland Merchants				
Networking	PTS Communications staff @Universities				
Survey	History				
Survey	Customer Service vs Behavior				
Survey	Issues				
Survey	Anecdotal findings				
Survey	Measurement				
Survey	Future Initiatives				
Survey	Staff Parking Options Survey				
Campus Partners	Ag Campus				
Campus Partners	Athletics				
Campus Partners	Clarence Brown Theater				
Campus Partners	Communications & Marketing				
Campus Partners	Commuter Student Engagement				
Campus Partners	Dean of Students				
Campus Partners	Dining				
Campus Partners	Facilities Services				
Campus Partners	First Transit				
Campus Partners	Health Center				
Campus Partners	Housing - RHD's and RA's				
Campus Partners	International House				
Campus Partners	Multicultural Center				
Campus Partners	NSFP	Orientation	Welcome Week	Family Weekends	Bridge
Campus Partners	SGA				
Campus Partners	Sorority & Fraternity				
Campus Partners	Student Union				
Campus Partners	Sustainability				
Campus Partners	Tickle College of Engineering				
Campus Partners	UTPD				
Campus Partners	Vet School				
Campus Partners	Visitor Center				
Campus Partners	Vol Shop				
Other	Ad Astra				
Other	Bridge Program				
Other	JIAM				
Other	Knoxville Area Transit	Bridge	Trolley	Gameday	Regular Routes
Other	ORNL/PSCC				
Other	PACE Bikes				
Other	Scooters				