Assistant, Work Control

FLSA Status: Non-Exempt
Pay Grade: 8
Job Title ID: 16102
Job Series/Job Family: Business Services Series / Building & Grounds Family

Reports To

Director, Building

Job Purpose

To provide administrative and technical support services for the College-wide work order system. Maintains the college fire and security contract.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Reviews approved work orders submitted through the work order system, tracks progress of requests, compiles data for reports, and trains users on work order system.
2. Dispatches personnel for emergency requests for fire and security alarms using established prioritization procedures to meet routine and emergency requests.
3. Dispatches personnel for non-emergency requests for fire alarms and security. Dispatches personnel for service requests on doors, windows, elevators, and plumbing.
4. Schedules and verifies annual inspections for fire alarms, sprinkler system, and fire hydrants district wide; tracks payment of contractor invoices.
5. Responds to inquiries by telephone, email, and in person.
6. Provides departmental support for special projects; orders parts, equipment, and office supplies; prepares invoices for payment.
7. Provides and creates work order status reports; creates queries for work orders, assets, etc., in the work order system.
8. Identifies, develops, and monitors the preventative maintenance program for college equipment and building systems in the work order system.
9. Designs, develops, and implements improvements to the computerized work order system; installs on users computers and trains new users on the work order system.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Functions in a building and grounds department.
- Contract policies and procedures.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills including tact and diplomacy.

- Effectively using organizational and planning skills with attention to detail and follow through.
- Learning and using a computerized work order system.
- Following and effectively communicating verbal and written instructions.
- Communicating in a concise and effective manner.
- Determining priorities and handling high-pressure situations.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

Computer Skills

Required

- Demonstrated proficiency using standard office software applications and work order systems.

Physical Requirements

Required

- Occasional lifting of objects up to 10 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is primarily performed in a standard office environment

Work Experience

Required

- Three years of related work experience.

Preferred

- Experience within a Facilities & Operations unit in a higher education setting.

Education

Required

- High School diploma or equivalent.

Licenses/Certifications

Required

- Valid Texas driver's license.

Safety

Required

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.