

The University of Texas at San Antonio

Job Description

Job Title: Facilities Service Center Specialist III
Code: 15064
Salary Grade: 57
FLSA Status: Exempt
Department/Division: Facilities
Reports To: Facilities Service Center Manager, Facilities

Summary

- Function: To provide supervisory skills required for the operation of a Facilities Service Center.
- Scope: Oversee daily work of other employees and assist Manager with planning of Facilities Service Center activities and special projects. Act as a backup for the Facilities Service Center Manager, and other staff, when needed.

Duties

- Typical:
 1. Review, maintenance and service requests to create work orders that are assigned to Facilities departments for action.
 2. Determines work priorities and schedules. Check for accuracy of the work of other employees.
 3. Assist in the preparation of billings and related correspondence to internal departments.
 4. Suggest processes to facilitate workflow.
 5. Act as liaison between other units and departments within the campus community.
 6. Review procedures and record keeping activities and makes recommendations to the Manager.
 7. Responsible for follow-up of status of work requests, service requests and reports.
 8. Ensure customer satisfaction by following up on services provided.
 9. Assist Manager with work order system training.
 10. Perform additional duties as assigned.
- Periodic:

Education

Required	Preferred
High School Diploma or GED.	Bachelor's Degree from an accredited institution in any field of study.

Other Requirements

Required	Preferred
Motor Vehicle Report with driving record deemed acceptable by UTSA standards.	N/A
Criminal Background Check (CBC)	

Experience

Required	Preferred
Minimum of five years of experience in work order management or in a Call/Service Center environment, including at least one year of experience as a supervisor. Minimum of five years of experience in a customer service position.	N/A Experience overseeing work order management in a University Facilities environment.

Equipment

Required	Preferred
Personal Computers, Microsoft Office software suite, Computerized Maintenance Management System (CMMS), and standard office equipment.	N/A Working knowledge of TMA Systems CMMS.

Working Conditions

Usual	Special
Usual office conditions.	N/A

Supervision

Received	Given
Specific supervision from the Facilities Service Center Manager.	General supervision of Facilities Service Center personnel as well as coordination with shop supervisors.

Accuracy

Proficiency in all duties performed.

Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.