

The University of Texas at San Antonio

Job Description

Job Title: Facilities Service Center Specialist I
Code: 15080
Salary Grade: 55
FLSA Status: Non Exempt
Department/Division: Facilities
Reports To: Facilities Service Center Manager

Summary

- Function: To organize and coordinate the processing of work orders and requests for the campus. Provide quality support with a high degree of customer service.
- Scope: Responsible for the prompt handling, data entry and coordination of the work requests submitted to the department. Provides work orders to the shops and other Facility sections.

Duties

- Typical:
 1. Review maintenance and service requests to create work orders that are assigned to Facilities departments for action.
 2. Assist in determining work priorities based on the needs and urgency of the work order.
 3. ~~Serve as receptionist.~~ Assist in scheduling of technicians to work orders based on Facilities structure, technical skills, and availability.
 4. Provide customer service by acting a liaison between the University community and Facilities ~~Services~~ staff and interacting with customers in person, over the phone, and through e-mail.
 5. Review and enter daily logs and verify labor entries before closing work orders in the ~~on~~ Computerized Maintenance Management System (CMMS).
 6. Determine required task codes to be attached to work orders and the appropriate department(s) the work should be assigned to.
 7. Perform additional duties as assigned.
- Periodic:
 1. Prepare monthly billing for various internal maintenance services.

Education

Required	Preferred
High School Diploma or GED.	Some college.

Other Requirements

Required	Preferred
Criminal Background Check and Motor Vehicle Report.	N/A

Education

Required	Preferred
Minimum of one year of experience in work order management, call/service center environment, or experience in a customer service position.	Experience in a University Facilities environment.

Equipment

Required	Preferred
Personal Computers, Microsoft Office software suite, and standard office machines.	Experience using a computerized maintenance management system (CMMS) or call/service center software/system.

Working Conditions

Usual	Special
Usual office conditions.	N/A

Supervision

Received	Given
General supervision from immediate supervisor.	None.

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.