

The University of Texas at San Antonio

Job Description

Job Title: Facilities Service Center Specialist II
Code: 15081
Salary Grade: 56
FLSA Status: Non Exempt
Department/Division: Facilities
Reports To: Facilities Service Center Manager

Summary

- Function: Provide quality support to the organization and coordination of the processing of work orders and requests for the campus, with an emphasis on customer service.
- Scope: Oversee daily work of Facilities Service Center Specialist I employees and maintain communication with internal and external areas. Responsible for the prompt handling, data entry and coordination of the work requests submitted to the department.

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 and schedules based on the needs and urgency of the work order
 3. Provide customer service by acting a liaison between the University community and Facilities staff and interacting with customers in person, over the phone, and through e-mail.
 4. Review and enter daily logs and verify labor entries before closing work orders in the Computerized Maintenance Management System.
 5. Determine required task codes to be attached to work orders and the appropriate department(s) the work should be assigned to.
 6. Responsible for processing event support requests, providing event cost quotes to customers, and coordinating and scheduling Facility departments to each event.
 7. Perform additional duties as assigned.
- Periodic:
 1. Prepare monthly billing for various internal maintenance services.

2. Run various reports to assist with scheduling and customer satisfaction.
3. Assist in training and supervision of Facilities Service Center Specialist I's.

Education

Required	Preferred
High School Diploma or GED.	Some college.

Other Requirements

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

Experience

Required	Preferred
Minimum of three years of experience in a work order management/ or in a Call/Service Center environment, or in a customer service position.	Experience in a University Facilities environment.

Equipment

Required	Preferred
Personal Computers, Microsoft Office software suite, Computerized Maintenance Management System or Call/Service Center software/system, and standard office machines.	Working knowledge of TMA Systems CMMS.

Working Conditions

Usual	Special
Usual office conditions.	N/A

Supervision

Received	Given
General supervision from immediate supervisor.	General supervision of Facilities Service Center Specialist I's.

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.