



Job Description

(For Positions in CAW Local 555, Unit 1)

Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

JD #:	JD00110	Pay Grade:	5
JD Title:	Customer Service Representative, Facility Services	JD FTE Hours:	35
Job Family:	Administrative		

General Description

Responsible for providing front line customer service and handling inquiries from the campus community as it pertains to emergencies, maintenance, or repair issues to the University's facilities. Processes, prioritizes, and submits work orders for general maintenance and emergency repair requests. Responsible for data entry and processing of payroll for the department.

Representative Duties & Responsibilities

- Provide front line customer service to the campus community via phone, email, and in person as it pertains to facility service issues.
- Process and channel work orders relating to safety compliance, emergency, general repairs, custodial services, grounds, trucking and utilities issues.
- Arrange emergency custodial services and maintenance issues with appropriate management staff. Alert external agencies if necessary.
- Probe for information regarding the nature, extent, and impact of customer requested maintenance requirements.
- Prioritize customer requests based on the urgency of the request and its affect on the campus community, based on direction from a manager.
- Provide prompt feedback to customers regarding emergency protocols.
- Deal with the campus community and potentially with difficult and irate customers.
- Process timesheets for payroll ensuring hours are recorded, authorized, and batched accurately and submissions are completed within the designated timeline.
- Balance payroll information in the payroll and work management systems, ensuring appropriate corrections are made.
- Provide information to University patrons regarding general policies and procedures and planned shutdowns.
- Rectify incorrect work order charges and credit customer accounts as necessary.
- Train new staff and students on customer service procedures.
- Provide clerical support and assistance to management including activities such as minute taking and scheduling meetings in calendars.
- Schedule meetings in calendars.
- Book conference and meeting rooms.
- Write a variety of documents including, but not limited to, correspondence and emails.
- Assemble, copy, collate, and distribute documents and materials.
- Sort and distribute incoming mail and faxes.
- Prepare outgoing mailings.

Supervision

- Ensures adherence to quality standards and procedures for short-term staff.
- Provide direction to other in how to carry out work tasks.

Qualifications

- 1 year Community College diploma in Office Administration or relevant field of study.
- Requires 3 years of relevant experience.

Effort

Physical Effort:

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
 - Intermittent periods of keyboarding to process work orders, respond to inquiries, and input data into a database.
- Elements of moderate physical effort are not a regular feature of this job.
- Elements of high physical effort are not a regular feature of this job.

Mental Effort:

- A typical work day consists of up to 2 hours of routine mental effort for activities such as:
 - Attending to routine demands for information and processing routine documents such as emails and maintenance work orders.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
 - Processing work orders relating to safety compliance, emergency, general repairs, custodial services, grounds, trucking and utilities issues.
 - Providing front line customer service to the campus community via phone, email, and in person as it pertains to facility service issues.
 - Defusing situations involving verbally abusive and irate customers.
 - Providing information to University patrons regarding general policies and procedures and planned shutdowns.
 - Training new staff and students on customer service procedures.
 - Processing timesheets for payroll ensuring hours are recorded, authorized, and batched accurately and submissions are completed within the designated timeline.
- Elements of high mental effort are not a regular feature of this job.

Working Conditions

Physical Environment:

- There are no adverse physical environment conditions inherent to the job.

Psychological Environment:

- Occasionally interacts with individuals who may be rude or upset.
- Frequently handles competing requests with simultaneous deadlines.

Health & Safety:

- Risk to the incumbent is no higher than for the general population.

Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	JD00110	Pay Grade:	5
JD Title:	Customer Service Representative, Facility Services	Total Points:	376
Job Family:	Administrative		

Factor	Subfactor	Level Rating	Points
Skill	1. Applied Reasoning and Analytical Skills	3.5	71
	2. Breadth of Knowledge	2.0	13
	3. Adaptation to Change/Updating of Learning	2.0	12
	4. Interpersonal Skill	2.5	31
	5. Education and Experience	C3	52
	6. Dexterity and Coordination	2.0	12
Effort	7. Physical Effort	1.0	3
	8. Mental Effort	3.0	55
Responsibility	9. Planning and Coordination	2.5	37
	10. Responsibility for Others	2.0	33
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	2.0	39
Working Conditions	12. Physical Environment	1.0	3
	13. Psychological Environment	2.0	10
	14. Health and Safety	1.0	5