

Office Assistant
Physical Plant

Position Summary: Coordinate the day-to-day administrative operations of the Physical Plant Office. This office is the primary point of contact for faculty, staff, students, and campus visitors needing access to the services of the Automotive, Custodial, Grounds, Public Safety, Transportation, and Trades Departments.

Qualifications:

Requirements include:

- High school graduate with minimum 1 year related work experience.
- Well-developed verbal, written, and interpersonal skills. Must be able to effectively and collaboratively interact with staff, faculty, administration and students as well as consultants, vendors and contractors.
- Motivated to work in a service environment proactively seeking opportunities for self and department improvement.
- Good working knowledge of Microsoft Office Pro Programs.
- Ability to maintain accuracy and attention to detail in a fast-paced environment with frequently changing priorities.
- General knowledge of facilities management terms, tools, and standard practices.

Responsibilities:

1. Maintain a professional office environment that provides timely, effective, and courteous response to numerous requests for information and services.
2. Maintain a positive and cooperative working relationship with Physical Plant Managers, the Director, the campus community and visitors.
3. Receive requests for service via phone or email and create work orders.
4. Monitor work order and preventive maintenance software program for delays in response, and incomplete work orders.
5. Assist in the development of and administer the program to evaluate customer satisfaction levels with Physical Plant services.
6. Communicate the status of Physical Plant projects and activities with the campus community.
7. Maintain monthly utility usage data using maintenance software.
8. Observe and evaluate Physical Plant operations processes such as work routing and methods of accomplishing tasks. Suggest solutions and alternatives for the provision of new services or to improve current services and methods.

9. Process vendor payment requests using the web-based payment processing system and act as the point-of contact and resolution for Physical Plant billing inquiries.
10. Act as the point of contact between the Physical Plant and IT department regarding software and hardware needs, problems, and solutions.
11. Assist the Director in data collection for the preparation of monthly operations reports.
12. Write detailed reports for the Director's review.
13. As needed, assist the Transportation Coordinator in filling requests to use college-owned vehicles.
14. Assist Physical Plant managers with various administrative tasks such as chargebacks, invoice processing, and vendor call-backs.
15. To perform this position successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.
16. Expectations for workplace demeanor include but are not limited to: working collaboratively and harmoniously with faculty, students, and others by sharing ideas and resources willingly, constructively and positively; listening to and objectively and respectfully considering the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments; keeping supervisors and others who may be affected informed about work progress; addressing problems willingly and constructively to discover practical and lasting solutions acceptable to all parties; working promptly toward reconciliation and forgiveness during conflict; respecting the diversity of our community in words and deeds.
17. Perform other duties as assigned.

Reports to: Director of Physical Plant