



WESTMONT

Physical Plant Office Assistant (Full-time)

Physical Plant

Position Summary: Serves as primary point of contact for faculty, staff, students, and campus visitors needing access to the services of the Automotive, Campus Safety, Custodial, Grounds, Projects, Transportation, and Trades Departments. Assists Director in the administrative and financial areas of the Physical Plant operations, serves as the student employment coordinator.

Qualifications: Requirements include: BA/BS preferred; minimum 3 years administrative work experience; general knowledge of facilities management terms, tools, and standard practices; well-developed verbal, written, and interpersonal skills using tact and diplomacy. Personal affirmation of the Christian mission of Westmont College and the Community Life Statement and adherence to its behavioral expectations is required. Must be able to effectively and collaboratively interact with staff, faculty, and students as well as consultants, vendors and contractors and be motivated to work in a service environment, proactively seeking opportunities for improvement; ability to serve others while maintaining focus on details and meeting deadlines in an environment characterized by constant interruption; demonstrated effectiveness in working independently and juggling multiple projects; demonstrated technical skills using MS Office Suite and software for web page maintenance; ability to establish and maintain cooperative relationships with others; ability to maintain a warm and professional manner with a positive customer service mindset; ability to maintain the highest level of integrity and work with sensitive and confidential information.

Responsibilities

- Central position in daily administrative operations management of seven departments. Helps to coordinate appropriate responses for requests for services, emergencies and major events.
- Processes all clerical needs of the office.
- Acts as point of contact with Business Office regarding budgets, expense reporting, journal entries, etc. Assists the Director in data collection for the preparation of monthly operations reports. Processes weekly requests for payment in Vendorlink. Manages vendor inquires, vendor account reconciliations.
- Monitors work order and preventive maintenance software program for proper routing, delays, incomplete work. Provides status updates to interested parties. Acts as physical plant representative in implementation of new work order software.
- Acts as the point of contact with IT department regarding software and hardware needs, problems, and solutions.
- Observes and evaluates operations & processes such as work routing and methods of accomplishing tasks.
- Suggests solutions and alternatives for the provision of new services or to improve current services.

- Develops and administers ways to evaluate customer satisfaction levels of Physical Plant services.
- Hires, trains, supervises, directs work of student employees in Administration area.
- Maintains monthly utility usage data and, in conjunction with Director, analyzes usage.
- Provides troubleshooting, problem solving and ensures good communication on special projects.
- Oversees central receiving.
- Other duties as assigned.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee occasionally works near moving mechanical parts and may occasionally be exposed to fumes or airborne particles and toxic or caustic chemicals such as gasoline. Also, may intermittently be exposed to outside weather conditions.

Expectations for workplace demeanor include but are not limited to: working collaboratively and harmoniously with co-workers, customers 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 your supervisor 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. Westmont expects employees to avail themselves wherever necessary, demonstrating flexibility and openness to new requests and responsibilities in order to foster an environment of collaboration,

Reports to: Director of Physical Plant