UNIVERSITY OF VICTORIA  
CUPE LOCAL 951 JOB DESCRIPTION

JOB:  
Clerk/PB7

TITLE:  
Customer Service Clerk

DEPARTMENT:  
Facilities Management, Customer Service and Program Integration

POSITION NO:  
997581, 994382

SUPERVISED BY:  
Director, Customer Service and Program Integration

LAST UPDATED:  
December 2018

SUMMARY:  
As stewards of the campus, Facilities Management fosters and enriches an inviting and functional environment that welcomes and supports all who come here. Facilities Management’s customers include Deans, departments, faculty, staff and students. The department’s branches work together as a team to ensure a high standard of customer service delivery, as well as the effective, efficient and safe performance for the operation, development and maintenance of campus buildings.

Reporting to the Director of Customer Service & Program Integration, the Customer Service Clerk provides clerical and administrative support to Facilities Management, including responding to trouble calls from campus users pertaining to emergencies, maintenance or minor work orders; processing minor work orders; coordinating the scheduling of planned preventative maintenance together with daily demand maintenance; providing performing data entry into Facilities Management computer system; and, providing general office administrative support and assistance as required.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility: Responding to trouble calls from campus users pertaining to emergencies, maintenance or minor work orders, and coordinating the scheduling of preventative and planned maintenance

   65% of time spent

Duties:

- Receives work order requests for facilities services; determines if the request is actionable and if so, which work unit to assign it to; distributes to appropriate work unit using established procedures for the FMIS software
- Enters trouble calls into Facilities Management Information System (FMIS), ensuring information is complete and accurate
- Prioritizes work requests and assigns to appropriate unit to ensure optimal work flow
- Checks for accuracy and completeness of all incoming work orders and assigns correct account number and billing code
- With direction from the shop heads and managers, sets up preventive maintenance schedules and generates planned maintenance work requests
- Integrates demand maintenance requests with planned maintenance records
- Liaises with project officers regarding any capital projects requiring shops support and sets up work orders to track costs in FMIS
- Enters new equipment details and manufacturer’s warranty information and removes out of service equipment as required
- Determines correct account codes and billing types for assets
- Dispatches emergency calls to appropriate supervisor
- Contacts service providers for maintenance and emergency work
- Maintains records of all requests for contracted services and repair work
### 2. Responsibility: Providing Administrative Support Services

#### Duties:
- Provides administrative assistance to Customer Service and Program Integration Managers and Directors such as setting up spread sheets, updating safety training materials, standard operating procedures and safety program documents
- Issues short term key loans to contractors and University employees, according to departmental procedures and follows up on overdue key loans
- Issues and maintains records permits and security access forms
- Responds to inquiries regarding the department and related policies and procedures
- Types, edits and distributes documents, including correspondence, memos, administrative forms, technical reports and spreadsheets using proper formats
- Updates documentation that identifies work processes and guidelines
- Maintains a thorough knowledge of current and changing department policies and procedures
- In consultation with the Director of Operations and Maintenance, Managers and Supervisors composes and distributes Facilities notices to general campus community

#### 3. Responsibility: General Office Administration and Other Duties

#### Duties:
- Provides relief services for the departmental reception and Facilities Work Control Coordinator
- Performs general filing and archiving of records and maintenance manuals, and retrieval of files from archives as may be required
- Schedules meetings, organizes refreshments, retrieves and provides background information for participants, takes and distributes minutes as required within a timely manner
- Sets up and maintains project filing systems in accordance with the Freedom of Information and Protection of Privacy Act and the University’s Records Management System
- Sets up and updates the Local Area Network structure and databases, while ensuring security and confidentiality of information
- Maintains building contact lists
- On behalf of Director of Operations and Maintenance, Managers and Supervisors consults with members of the campus community regarding the timing of utility disruptions
- In consultation with the Director of Operations and Maintenance, Managers and Supervisors composes and distributes Facilities notices to general campus community
- Inputs information into a variety of data base systems
- Records information for departmental charge backs
- Assists Facilities Work Control Coordinator with FMIS data entry as required
- Provides suggestions on process and organizational improvements

### REQUIRED QUALIFICATIONS:

#### Skills:
- Strong administrative skills and sound knowledge of office systems and procedures;
- Ability to provide clear, concise and complete oral and written information at a level appropriate to the audience while maintaining confidentiality;
- Work co-operatively within diverse teams, work groups and across the campus to achieve group and organizational goals;
- Ability to independently organize, prioritize and manage workload while taking into consideration changing priorities, tight deadlines, volume of work and available resources;
- Ability to identify problems and situations, refer to applicable policies and guidelines, identify options and determine appropriate course of action;
- Proficiency in the use of Microsoft Word, Excel, Project & PowerPoint;

#### Specialized Knowledge/Education:
- Knowledge of a Facilities Management Information System Software an asset.
- Knowledge of Facilities Management processes and procedures.
- Knowledge of the University buildings and grounds an asset.

**Experience:**

At least three years' experience providing administrative support to a busy office, preferably in a Facilities Management related industry.

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