MAINTENANCE/FACILITIES ASSISTANT

DEFINITION

Under general supervision, receives processes and provides customer support for requests regarding facility, grounds and vehicle problems, repair and maintenance; provides related processing, recordkeeping and tracking of requests, work orders and associated data; performs a variety of administrative support tasks; and performs related duties as required.

CLASS CHARACTERISTICS

This single-position class is distinguished from other administrative support classes by the receipt and processing of a variety of requests related to building and grounds maintenance and vehicle usage, including clarifying and coordinating requests, referring requests to appropriate staff, and monitoring and preparing associated paperwork and preparing related reports. Some complex administrative support and clerical duties are performed by this position; however, it is secondary to the primary function. While a position in this class receives and refer requests/work orders to appropriate staff, the latter may make changes based on their knowledge and experience.

EXAMPLES OF DUTIES (Illustrative Only)

- Receives and processes work requests related to building and grounds maintenance via phone, walk-in and email; processes requests, and refers requests to appropriate staff, assists in scheduling and coordinating work between requestor and staff or contractor in collaboration with management; monitors software work orders to help ensure completion of results (E)
- Operates radio to communicate with department staff; dispatches maintenance staff on urgent calls (E)
- Provide factual information regarding college and department activities and functions (E)
- In the absent of responsible technician or in emergency situations, assigns work orders as necessary (E)
- Tracks the scheduling and availability of pool vehicles and coordinates with outside agencies, maintains records on and verifies the eligibility of van drivers, checks out vehicles and keys to appropriate personnel and verifies the return of same; initiates work requests related to vehicles for identified problems (E)
- Prepares charges to labor, material, and equipment work orders; prepares periodic reports of quantities and costs of materials, equipment, time and supplies used in projects using computer software and for templates to verify the accuracy of items being processed (E)
- Serves as point of contact for students and temporary employees with respect to employment and payroll; maintains calendar for ensuring department licenses and certificates are current (e.g., swimming pool, hazardous materials) (E)
- Maintains a fuel dispensing database and prepares gasoline consumption reports; orders fuel as required (E)
- Schedules assigned maintenance and testing work (e.g., pumping of grease traps, testing of backflow devices, smog tests) with outside vendors; may serve as point of contact with government inspectors and other agencies (e.g., air pollution, sanitation, health, fire); maintains records related to regulatory compliance (E)
EXAMPLES OF DUTIES (Continued)

- Assigns, tracks and maintain building access records and key distribution (E)
- Enters and retrieves data and prepares reports from computer systems following established formats (E)
- Establishes and maintains office files and records (E)
- Operates standard office equipment and various software such as email, word processing, spreadsheet, databases, and website management (E)
- Performs a variety of office support activities (E)
- May prepare requisitions, payment requests and blank purchase order requests, receives and verifies and initiates payment of a variety of invoices; checks balances and encumbrances for accounts and compiles financial data; works with vendors to resolve discrepancies and clarify issues
- Performs related duties as required or assigned

(E) = designates essential functions

QUALIFICATIONS

Knowledge of:

- The functions and basic terminology and materials used in facility and vehicle maintenance
- Basic budgetary principles and standard business mathematics
- Standard office administrative practices and procedures, including recordkeeping and filing principles and practices
- The operation of standard office equipment, including personal and on-line computers and various software such as email, word processing, spreadsheet, databases, and website management
- Correct English usage, including spelling, grammar, punctuation and vocabulary

Skill in:

- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction
- Using initiative and sound judgment within established guidelines
- Preparing, processing and timely tracking a variety of records and materials
- Establishing and maintaining detailed and accurate records and files
- Researching, compiling and summarizing a variety of information
- Establishing and maintaining effective working relationship with those contacted in the course of work
- Understanding and following oral and written directions
- Ability to type or operate a keyboard with sufficient speed and accuracy to enter data and prepare reports and correspondence in a timely manner using various software such as email, word processing, spreadsheet, databases, and website management
- Composing correspondence independently or from brief instructions
QUALIFICATIONS (Continued)

Other requirements:

- Must be willing to work days, evenings, and weekends at various college locations
- Specified positions may be require possession of and ability to maintain a valid California driver's license and a safe driving record during the course of employment

Education and Experience:

A typical way of gaining the knowledge and skills outlined above is:

Equivalent to graduation from high school and two years of experience providing office and administrative support, one year of which must be in a setting that provides ability to learn and execute the function and recordkeeping related to building and facility maintenance.

Established: April 2, 2014