Serves as a lead for Facilities Management Services Customer Resource Center. Oversees all activities and projects as it pertains to Customer Resource Center staff. Coordinates, communicates and implements project process such as time frame for completion and costs with customer. Provides customer service to faculty, staff and other outside customers. Assists in development of standard operating procedures. Assists customers in understanding policies and procedures. Resolves issues by offering solutions, explanations or by arranging for service. Determines priorities.

**JOB ACCOUNTABILITIES:**

| *E/M/NA | % TIME | Serves as a lead for Facilities Management Services Customer Resource Center. Oversees all activities and projects as it pertains to staff. Provides customer service to faculty, staff and other outside customers. Trains Customer Service Coordinators on policies, procedures and operations of Customer Resource Center. Communicates organizational policies and procedures to internal and external customers. Assists in development of standard operating procedures. |
|________ | ______ | Trains staff and student workers on work processes and procedures. |
|________ | ______ | Assists in the development of standard reporting procedures for department and unit. |
|________ | ______ | Reviews weekly work orders and service requests. Contacts customers to gather information regarding services provided. Generates reports for reporting purposes or as requested by management. Measures data and analyzes trends and identifies areas of improvement. |
|________ | ______ | Identifies and prioritizes problems and issues related to service area. Performs research, offers solutions, options and strategies. Refers to appropriate person or department as needed, and/or arranges for service. Gathers data as necessary. |
|________ | ______ | Coordinates utility shutdowns for various managers for repair, maintenance or improvement of utilities for operation of a building. Attends weekly briefing meeting to discuss various shutdowns, events and other activities impacting the campus. |
|________ | ______ | Monitors critical alarms and informs management and customers on status of building alarms. Documents details on daily activity report. Prepares daily activity reports for management regarding status of work order activity pertaining to issues such as floods, fire alarm activations and power outages. |
|________ | ______ | Generates monthly reports of project entry, status, unfunded and billed amounts to date. |
|________ | ______ | Edits and reviews estimated cost summary. Presents to customer. Processes billing information. |
Acts as a liaison between Project Manager and customer. Coordinates, communicates and implements project process such as time frame for completion and costs with customer, as needed.

Answers telephone(s). Responds to inquiries related to facilities operations and service requests statuses, as appropriate, requiring knowledge of department policies and procedures. Routes calls, as appropriate. Dispatches appropriate personnel, as needed.

Track, compiles and submits monthly report regarding feedback pertaining to Facilities Management Services programs and services, as required.

Oversees office operations. Assists in maintaining office equipment and purchases. Ensures proper operation and maintenance of office equipment.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

<table>
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<tr>
<th>Essential</th>
<th>No</th>
<th>Yes</th>
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In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

- High school or equivalent
- Specialized/technical training

**Minimum Experience:**

- 3 years

**Minimum Field of Expertise:**

- Previous customer service experience.

**Preferred Experience:**

- 4 years

**Skills: Administrative:**

- Answer telephones
- Communicate with others to gather information
- Coordinate work of others
- Customer service
- Gather data
- Input data
- Maintain logs
- Prioritize different projects
- Research information
- Understand and apply policies and procedures
Use database and/or word processing software

**Skills:** **Machine/Equipment:**

- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier

**Supervises:** **Level:**

- May oversee student and/or temporary workers.

**SIGNATURES:**

Employee: ___________________________  Date: ___________________________  

Supervisor: ___________________________  Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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