UNIVERSITY OF SOUTHERN CALIFORNIA
Facilities Customer Resource Coordinator
Job Code: 178911

Grade: G
OT Eligible: Yes
Comp Approval: 12/3/2009

JOB SUMMARY:
Provides customer service for Facilities Management Services Customer Resource Center for service requests and work orders. Meets customer needs, provides information and follows up with customers. Answers telephones, screens and routes to appropriate party. Responds to inquiries related to facilities operations and service request status, as appropriate, requiring knowledge of department policies and procedures. Creates service requests and work orders. Performs a variety of routine clerical tasks. Processes utility shutdowns.

JOB ACCOUNTABILITIES:

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<thead>
<tr>
<th>*E/M/NA</th>
<th>% TIME</th>
<th>Provides customer service for Facilities Management Services Customer Resource Center for service requests and work orders. Meets customer needs, provides information and follows up with customers.</th>
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<td>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.</td>
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<td>Answers telephone(s). Screens and forwards calls. Responds to inquiries related to facilities operations and service requests status, as appropriate, requiring knowledge of department policies and procedures. Routes calls, as appropriate. Accurately takes and delivers messages.</td>
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<td>Creates service requests and work orders. Assigns service priority and dispatches personnel. Closes work orders and enters closing notes as detailed by service technicians. Researches status of work requests in order to communicate to customers.</td>
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<td>Prepares and submits daily activity reports on service requests to ensure follow through on requests.</td>
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<td>Enters timecards and absences into the database software such as an online timekeeping system and the Facilities Management Information System (FAMIS). Researches missing time cards and incorrect data.</td>
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<td>Processes utility shutdowns. Creates notices, notifies building management, posts notices on buildings, monitors critical alarms off hours, notifies on call technician with any pertinent information, as needed.</td>
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<td>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.</td>
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<td>Tracks, distributes and collects building keys, gas credit cards and vehicle report manuals.</td>
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<td>Track, compiles and submits monthly report regarding feedback pertaining to Facilities Management Services programs and services, as required.</td>
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Orders and tracks equipment purchases.
Assists with training staff and student workers on work processes and procedure.
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:**

Essential: 
- [ ] No
- [x] Yes 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:**
- 2 years

**Minimum Field of Expertise:**
- Previous customer service and/or experience.

**Preferred Experience:**
- 3 years

**Skills: Administrative:**
- Answer telephones
- Communicate with others to gather information
- 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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