UNIVERSITY OF SOUTHERN CALIFORNIA
Energy Resource Coordinator
Job Code: 178915

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<thead>
<tr>
<th>Grade:</th>
<th>G</th>
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<tr>
<td>OT Eligible:</td>
<td>Yes</td>
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<td>Comp Approval:</td>
<td>4/24/2012</td>
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**JOB SUMMARY:**

Provides customer service support and specialized technical diagnostic work for Energy Services. Provides support through Building Controls Operation and Energy Control System. 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.

**JOB ACCOUNTABILITIES:**

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<th>*E/M/NA</th>
<th>% TIME</th>
<th>Description</th>
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<td>Provides customer service for Facilities Management Services Energy Control Room for service requests and work orders. Meets customer needs, provides information and follows up with customers.</td>
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<td>Provides specialized technical and customer service support for faculty, staff and students. Monitors performance of building systems. Assists with problem resolution and facility management activities, including operating between EBI (enterprise building integration system) and FAMIS.</td>
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<td>Identifies, diagnoses, tests and resolves energy and operation issues in buildings. Uses EBI system and equipment to monitor, troubleshoot and support faculty and student use in building spaces. Coordinates technical support and environment problem resolution. Completes and submits comprehensive end of day shift reports.</td>
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<td>Provides consultative services for faculty, staff and students on building system use and operations. Assists faculty, staff and students in using building control systems. Coordinates the introduction and installation of new building system technology and related computer resources and answers questions regarding their proper use. Provides help phone services and on-site customer support operations.</td>
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<td>Monitors critical alarms and informs management and customers on status of building alarms.</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>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, compiles and submits monthly report regarding feedback pertaining to Facilities Management Services programs and services, as required.</td>
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</table>
Follows up with customers for submission of building scheduling. Reviews and manages building schedule documentation. Issues building scheduling information to Energy Management Systems operator for implementation. Updates web-based building schedule for use by Facilities Management Services weekend operations.

Answers telephone(s). Screens and forwards calls. Responds to inquiries related to facilities operations, as appropriate, requiring knowledge of department policies and procedures. Routes calls, as appropriate. Accurately takes and delivers messages.

Assists with training staff and student workers on work processes and procedures. 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  

[ ] 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:**

- Specialized/technical training
- Associate's degree
- Combined experience/education as substitute for minimum education

**Minimum Experience:**

2 years

**Minimum Field of Expertise:**

Prior system diagnostics and customer service experience. Knowledge of HVAC technical terms and building system operations with ability to communicate to customer in layman’s terms. General system knowledge of HVAC and building systems and controls.

**Preferred Experience:**

3 years

**Preferred Field of Expertise:**

Understands HVAC technical terms and system operations with ability to communicate to customer in layman’s terms.

**Skills: Administrative:**

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

Skilled in:

Help desk management and flow control
Incident/problem management
Network administration reporting

Skills: Machine/Equipment:

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

Skills: Trade/Auxiliary:

Building control system service and instruction
Building systems and heating controls
Identify technical and equipment problems related to trade
Initiate work orders
Prepare reports and/or maintenance records
System security policies and procedures; access management

Supervises: Level:

May oversee student, temporary and/or resource 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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