



Facilities Customer Resource Coordinator

Job Description

JOB INFORMATION

Job Code:	178911
Job Title:	Facilities Customer Resource Coordinator
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Facilities - Customer Resources
Job Family Group:	Facilities Management and Construction
Management Level:	7 Individual Contributor

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 QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		High school or equivalent	
X		Specialized/technical training	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		2 years	
	X	3 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Previous customer service and/or experience.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
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.				
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). 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.				
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.				
Prepares and submits daily activity reports on service requests to ensure follow through on requests.				
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.				
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.				
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.				
Tracks, distributes and collects building keys, gas credit cards and vehicle report manuals.				
Track, compiles and submits monthly report regarding feedback pertaining to Facilities Management Services programs and services, as required.				
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.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.