

Position: Maintenance Operations Technician	Salary Grade: 15
Department: M&O	FLSA: Non-exempt

Summary

Performs a variety of secretarial, clerical, work control, and warehouse duties involving typing, filing, initiating and maintaining records and reports, receiving and distribution of materials and supplies.

Essential Duties and Responsibilities

- Assists the assigned supervisor dispatching maintenance staff to locations when immediate action is required.
- Receives requests for, and creates and distributes work orders for maintenance and related services. Enters information onto a maintenance database that serves as a work order system and documentation of work performed. May coordinate material and supply needs.
- Performs secretarial and clerical assignments such as but not limited to, calendars, schedules, lists, newsletters, handbooks, manuals, memoranda, reports, or other materials from straight copy, rough drafts, or verbal instructions.
- Issues keys and maintain records of key holders. Develops and maintains a database file of keys, serial numbers, and holders.
- Assists with a variety of data entry including business transactions such as, but not limited to deliveries of materials and supplies.
- Answers a multi-line telephone and serves as receptionist to vendors, staff, and the public. Answers inquiries, makes appointments and provides information concerning the services offered by the department.
- Orders, receives, shelves, and distributes inventoried supplies and materials. Uses a forklift, hand truck or cart to move supplies within and to various buildings. Maintains adequate levels of supplies for department and other uses.
- Monitors energy usage by accessing, reading, and printing reports from a computer-aided energy use recording program. Notifies supervisor of variations in readings.
- Ensures the timely distribution and receipt of a variety of records and reports. Requests or provides information as necessary to assure completeness and accuracy.
- Compiles, records, verifies, and processes statistical, financial, and operations data, for inclusion in files and reports. Assists with monitoring department and project budgets.

- Maintains records that follow alphabetical, index, and cross-reference formats. Updates records and files with documents and other information that may be confidential in nature. Inventories, receives, shelves, and distributes supplies.
- Receives, sorts, and distributes records, documents, and incoming mail. Assures the timely distribution of a variety of records and reports. Requests information to support records and reports.
- Provides work direction and training to student employees.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

Requires a working knowledge of modern office practices, procedures and equipment including receptionist and telephone techniques and etiquette. Requires a working knowledge of administrative filing systems and file maintenance. Requires knowledge and understanding of the principles and procedures of record keeping. Requires a working knowledge of office productivity software used in word processing, spreadsheets, and data entry. Requires a basic knowledge of the materials used in connection with facility maintenance, grounds, custodial, and remodeling. Requires a working knowledge of shipping, receiving and inventory procedures. Must understand mathematics sufficient to perform columnar calculations, decimals, fractions, etc. Requires sufficient command of English, grammar, spelling and punctuation to prepare correspondence and reports. Must have sufficient communication skills to greet and work cooperatively with staff and customers.

- **Abilities**

Requires the ability to perform the duties of the position efficiently and effectively, under general supervision. Requires the ability to maintain numerical, alphabetical and subject matter filing systems. Must be able to learn, understand and apply district rules, regulations and policies and the special terminology used in Maintenance and Operations. Must be able to operate a two-way radio. Requires the ability to learn and operate standard office machines and equipment, including typewriters, switchboards, copiers, calculators, word processors, printers, etc. Must be able to operate light duty vehicles and earn a forklift certificate within a reasonable amount of time. Must be able to maintain records and prepare reports. Requires the ability to communicate with peers and other College staff or the public in a manner reflecting positively on the department. May require the ability to perform work assignments at all College locations.

- **Physical Abilities**

Requires ambulatory ability to walk and stand for extended periods of time. Requires the ability to lift, push, and pull heavy weight materials up to 50 pounds on a frequent basis. Requires the ability to reach and pull materials from files and shelves. Requires sufficient hand/eye coordination and manual dexterity to use a personal computer keyboard at a basic rate, and operate light duty vehicles. Requires sufficient visual acuity to recognize moving and stationary objects and printed material. May require speech and hearing ability to carry on conversations in person and over the phone.

- **Education and Experience**

The position requires a High School diploma or equivalent supplemented by course work in general office skills, plus three years of experience in a customer service-type clerical capacity or shipping and receiving function.

- **Licenses and Certificates**

Requires a valid driver's license.

- **Working Conditions**

Work is performed indoors and outdoors with moderate exposure to exposure to health and safety considerations due to physical effort and operation of equipment.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.

Board approved: 07/10/2003