

ST. MARY'S COUNTY PUBLIC SCHOOLS
EDUCATION SUPPORT PROFESSIONAL POSITION DESCRIPTION

WORK ORDER SPECIALIST

POSITION: Work Order Specialist
REPORTS TO: Director of Maintenance
LOCATION: Division of Supporting Services

NATURE OF WORK:

The Work Order Specialist performs a variety of duties relative to the function, which supports the Maintenance Department. This work will include direct responsibility of answering telephones, input of work orders, and capability of determining responsible shop area relevant to work order submission. Capable of processing a variety of information to maintain a current and accurate work order system; entering work orders into the Maintenance Management System and operation of a CRT Terminal Unit, Office Computer, and Network. Additionally, the individual will be responsible for all associated reporting and recording of monthly work management processes such as Fuel Reports, Grass Cutting, Generator Logs, and Preventive Maintenance Submissions. This will include all associated paperwork and monthly reports.

ESSENTIAL FUNCTIONS:

- Receives work requests by telephone or computer from Facility Occupants;
- Determines if the telephone request is a maintenance function;
- Assists in making critical determinations, assigning priority to the work requested in emergency, regularly scheduled maintenance, budget items, etc.;
- Based on information received, determines and assigns work task codes to work order;
- Initiates computer generated work orders;
- Distributes work orders to the appropriate foreman and area;
- Works in conjunction with Maintenance Foreman, Secretary, Mechanics, and FMS Operator to assist in developing a rapid and effective solution to emergency situations as well as daily activity requests;
- Processes and closes daily work requests;
- Investigates and responds to requests from facility regarding the status, scheduled start times of project date requested work is to be done;
- Provides back up support to the Maintenance Secretary, and assists in answering phone requests for FMS Operator;
- Monitors the work order requests relevant to each department, preparing reports that are requested by the Director of Maintenance;
- Assists in the preparation of payroll, requisitions, purchase orders, and daily secretarial requests when called upon;
- Maintains the Maintenance Department's monthly and yearly calendar;
- Assists in maintaining employee training and training records; and
- Maintains and monitors all pager equipment.

DUTIES AND RESPONSIBILITIES:

- Must possess a broad knowledge of work management programs and secretarial office skills relative to maintenance areas;
- Participates in the establishment of work schedules relevant to the Maintenance Department to ensure work requests are disseminated;
- Receives, sorts, and forwards correspondence and or telephone calls and messages for staff;

- Uses technology efficiently to complete work;
- Able to communicate with other departments and schools;
- Assists in typing and distributing correspondence, bulletins, notices, newsletters, surveys, agendas, as required and maintain appropriate files;
- Assists in preparation of State, County, and Federal Reports;
- Monitors work order system providing necessary input to Director of Maintenance on scheduling and emergency situations; and
- Prepares monthly reports for Director of Maintenance of all required Building Service Manager reporting devices.

QUALIFICATIONS:

Graduation from High School, extensive secretarial training is required with a minimum of three years of secretarial or general office experience commensurate with maintenance areas. Ability to effectively/efficiently type 40 wpm (applicant must establish proficiency before accepting employment). All related qualifications can be substituted for any experience or training that would provide the following knowledge, abilities, and skills:

- Thorough working knowledge of office technology including office equipment, telephone switchboards, work management programs;
- Acceptable knowledge of schools' system reporting, procedures, and processes;
- Ability to maintain integrity and confidentiality;
- Working knowledge of bookkeeping procedures;
- Considerable knowledge of effective office practices and procedures;
- Ability to make decisions in accordance with rules, regulations, and Division established policies;
- Ability to communicate courteously and tactfully with parents, teachers, administrators, maintenance staff, operation's staff, and the general public;
- Ability to work independently without supervision; and
- Ability to project a positive image to the public.

TERM OF EMPLOYMENT:

Full-time twelve-month position.

SALARY GRADE RANGE:

The salary for this position will be based on EASMC-ESP salary schedule for twelve-month seven hour employees – Range 17.

BARGAINING UNIT ELIGIBILITY: EASMC-ESP