

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 Computerized Maintenance Management System (CMMS). Additionally, the individual will be responsible for all associated reporting and recording of monthly work management processes such as but not limited to productivity, back log, planned v unplanned work order, monthly work order program, aging open work orders, and customer satisfaction survey reports.

ESSENTIAL FUNCTIONS:

- Manages the CMMS (Computerized Maintenance Management System) for the Department of Maintenance working under minimal supervision;
- Serves as the phone operator for the Division of Supporting services;
- Make determinations of priority of work, work order type, shop area, and bringing attention to those that would fall into the emergency or priority status;
- Process, assign, and distribute work order requests from 31 facilities for the Department of Maintenance, operations, Food & Nutrition Services, and Safety & Security;
- Research and assure the integrity of critical data related to facility repair costs, employee productivity, effectiveness of planned maintenance procedures, and data required to satisfactorily be provided for audits and annual budget information as well as administrative use at state level meetings;
- Assist in communicating with school administrators; regarding current changes or additions to the Mpulse program, work request status updates, issues, property damage/vandalism reporting, and ITS (information technology services);
- Collaborate to assure documentation of the necessary tasks are adequately scheduled maintenance and promote more effective planning, extended equipment life, cost control, and a safer environment for SMCPS in its entirety;
- Coordinate and work with foremen and team leaders on a regular basis to critique and update the current processes involved in the Maintenance Program;
- Provide training and support for all current and new users of the work order system and assistance during the frequent version upgrades;
- Ability to maintain integrity and confidentiality;
- 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.

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DUTIES AND RESPONSIBILITIES:

- Must possess a broad knowledge of work management processes and secretarial office skills relative to facilities maintenance;
- Develops and maintains an advanced knowledge of our current Work Management System
- Develops and maintains an advanced knowledge of browser/internet based CMMS programs;
- Receives, sorts, and forwards correspondence and or telephone calls and messages for staff;
- Knowledge of importing and exporting data and information from one software program to another and reformatting for an accurate and understandable document;
- Reflect a professional and courteous appearance and demeanor with staff, educators, students, and parents;
- Advanced MS ® Excel user
- Ability to quickly and accurately assess information submitted online for repair issues at facilities and knowledge of the departmental structure and trades in order to appropriately distribute workflow.
- Understanding of maintenance practices and procedures, work order system utilization, technical trades and their skills, ratios and averages, material needs and costs, equipment terminology and processes;
- 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
- Other duties as assigned.

QUALIFICATIONS:

- Graduation from high school (or GED),
- Minimum of three years of secretarial or general office experience within facilities maintenance areas.
- Obtain a passing score on a proficiency exam conducted by SMCPS (applicants must establish proficiency prior to accepting employment);
- Thorough working knowledge of office technology including office equipment, telephone switchboards, work management programs;
- Knowledge of schools' system reporting, procedures, and processes;
- Working knowledge of bookkeeping procedures;
- Considerable knowledge of effective office practices and procedures;

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