

The University of Akron
Classification Specification

Job Title: PFOC Service Center Rep
Job Function: Staff
Job Family: Bargaining Unit
SOC 1000 Administrative Support Division

Job Code: 80010
Grade: 115
FLSA: Non-Exempt
Date: 10/16/10/99

Job Summary:

Assist with entering maintenance work order records by entering and monitoring the TMA system, radio system, emails, web

Essential Functions:

70% Receive incoming calls, emails, TMA and web requests from the campus community. Assist with requests and/or inquiries, enter work orders into TMA system and assign requests to the appropriate trade/zone. Dispatch request and follows up on request if needed.

20% Maintain service center/dispatch logs including the Service Center Guide. Maintain office equipment and order office supplies as needed.

10% Disperse keys as requested.

Education:

Requires high school diploma or GED.

Licenses/Certifications/Requirements:

None

Experience:

Requires a minimum of one year data/order entry experience while performing general office duties. Strong communication skills and the ability to dispatch orders required. Computer skills required. Ability to work under stressful situations required.

Leadership:

Responsible for directing and monitoring the work of student and/or temporary workers.

Physical Requirements:

Job is physically comfortable; individual is normally seated and has discretion about walking, standing, etc. May occasionally lift very lightweight objects.

Working Conditions:

Standard working environment with possible minor inconveniences due to occasional noise, crowded working conditions and/or minor heating/cooling or ventilation problems.

The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.