

The University of Akron  
**Classification Specification**

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

**Job Code:** 80011  
**Grade:** 117  
**FLSA:** Non-Exempt  
**Date:** 8/16/8/99

**Job Summary:**

Maintain all maintenance work order records by entering and monitoring. Work closely with all departments on campus making sure work gets to the proper shops so it can be done in a timely manner. Assis with directing calls and individuals appropriately.

**Essential Functions:**

40% Responsible for maintaining and performing the data entry in the TMA work order system for Physical Facilities. Initiate work orders in TMA for Physical Facilities. Audit system to determine if information entered in is accurate and corrects data when needed. Create, run reports and analyze data to determine if work order is to be closed, order costs are accurate, and for data collection purposes.

25% Operation of radio system, acting as a liaison between Physical Facilities employees and all maintenance departments, university community and vendors. Receive emergency and community and relay them to the appropriate personnel. Monitor and assist customers, visitors and outside contractors.

20% Provide training and monitor back up personnel for the Service Center dispatch operations.

15% Order all new radios, radio parts and supplies. Track repairs and prepare proper invoicing for payment of services and supplies

**Education:**

Requires 18 months of education or training beyond high school.

**Licenses/Certifications/Requirements:**

None

**Experience:**

Requires a minimum of two years experience working in a systems environment processing a large volume of data. Strong database, spreadsheet and word processing skills required. Ability to maintain a high degree of accuracy required. Strong communication skills and the ability to dispatch orders required. Strong organization skills and the ability to handle multiple projects/tasks required. Knowledge of physical facilities / maintenance environment preferred.

**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.