

## POSITION DESCRIPTION

**POSITION:** Work Request & Accounting Assistant  
**DEPARTMENT:** Plant Operations  
**Grade:** USG 7  
**DATE:** January 23, 2011

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### GENERAL ACCOUNTABILITY

This position is accountable to the Manager of Client Services in the department of Plant Operations. The incumbent will be responsible for:

- Processing and administering design related work requests
- Monitoring, posting and reconciling financial information using the Oracle Financial System Reports
- Maintaining Capital Repair data information
- Assisting with space file administration and maintaining the space file in the absence of the Client Service Administrator
- Providing back-up support for Plant Operations' Client Services Admin Assistant.

### NATURE & SCOPE

#### **Work Requests**

Design work requests are issued by various people on campus for renovations and enhancements to buildings and services on campus. Design work requests will also include capital repair projects funded by the Government of Ontario, Plant Operations operating budget and Housing capital repair budget. Work will be assigned to Architectural, Mechanical, Electrical and/or Furniture Design. A job captain is assigned to each project by the Project Manager in design services, who is responsible for managing the resources and scheduling of these jobs. A client approval and financial approval process is required before work can begin. Contracts and payments are not to exceed the approved budget. Issued payments must match the invoices and be assigned to the correct object of expense. Payments for work related to contracts are made either by a certificate of payment or a cheque request. Payments can also be made for goods ordered by purchase orders or directly from the invoice without a purchase order or a contract. For work completed by our internal work force, charges are posted by creating journal voucher entries and exporting these to Oracle Financial. We will interact with Finance to reconcile accounts and financial information.

### **Capital Repair Support:**

VFA is a web based facility assessment data base administered by each University. Using this software we track a list of deficiencies related to the University assets (buildings and infrastructure). Various reports allow us to view deficiencies, forecast our budget scenarios and monitor the Facility Condition Index of our assets. We create design work requests to address deficiencies each year with the amount to spend determined by the budget available in the capital repair programs. In any year the government may inject additional funds for special programs which can greatly increase the budget available and consequently the amount of work to be completed. Capital repair projects are a high priority and must be completed by the end of each fiscal year. Projects need to be monitored and reviewed regularly to keep the programs on track. At the end of each fiscal year spreadsheet reports are generated to confirm the expense and the completion of the project within the budget provided. These reports are reviewed and verified by Finance and by the internal auditors.

### ***Space File Administration***

The Space File consists of a computerized inventory of all University space and its usage. It is impacted by renovations, alterations and new construction processed through the work request system. These changes are calculated from drawings provided by the Design section.

For recently added or renovated space, the Space File administrator will be:

- Assigning room numbers according to established standards  
Calculating dimension changes and square footage using AutoCAD
- Coding space changes in accordance with C.O.U. established space codes and the University of Waterloo space formulas
- Updating the Space File Management System
- Maintaining gross footage data

### ***Client Services Admin Assistant:***

The Client Services Admin Assistant supports the administration of work requests assigned to Plant Operations' design staff. The incumbent is responsible for:

- Acting for the Client Service Admin Assistant in the absence of that individual
  - creating and maintaining organized files for all design work requests
  - processing all the transactions that relate to these files
  - processing all contracts and verifying contract administration documents related to the contracts

- processing payments and directing them to Finance
- maintaining and updating the blanket work request list

### Statistical Data:

- Plant Operations is responsible for repairs and maintenance of over 70 buildings
- Buildings cover an area of approximately 7,000,000 gross square feet on 1,115 acres of land.
- Yearly completing work requests for approximately sixteen hundred renovations and improvements with a total value in excess of \$14,000,000

### Specific Accountability:

- Assessing the scope and amount of work for submitted work requests. This may require site visits.
- Providing excellent customer service.
- Making sure we capture all of the relevant information
- Responding promptly and courteously to customer complaints and concerns.
- Keeping the list of design jobs current by making sure jobs on hold are moved forward or cancelled
- Making sure jobs, that are completed architecturally, are submitted for space file update
- Making sure jobs awaiting financial completion are moved forward
- Notifying design when payments are exceeding approved budget
- Creating JV entries for material and labour charges on work in design but completed by our UW Forces
- Creating JV entries to charge out design fees to Ancillary departments and for specially funded Capital Repair programs
- Creating JV entries for Accounts Receivable clients
- Reconciling design jobs by creating impromptu financial reports and comparing these to reports generated by a Contract Admin Access System
- Closing all work request projects where all work and payments have been reconciled
- Updating the work request system and sending charge out summary reports to the client.
- Responding to and resolving inquiries related to work request charges
- Updating VFA data base with new deficiencies identified by Plant Operations personnel
- Updating VFA to removed deficiencies items that were corrected
- Downloading data from VFA system to create deficiency list reports for review

- Generating work request to correct deficiencies for funded programs as approved by Directors
- Keeping the financial information for capital repair projects current by running financial reports regularly. Calculating space changes resulting from renovations and additions using AutoCAD Design Software or from on site measurements.
- Calculating and posting design fees for capital repair projects and ancillary related projects
- Reconciling changes in gross and assignable square footage
- Coding space changes in accordance with C.O.U. established space codes and the University of Waterloo space formulas
- Updating gross footage data in VFA
- Collecting updates for the space file data base from recently renovated jobs
- Keeping up to date with the latest AutoCAD software
- Creating and maintaining organized files for all work requests exceeding approximately \$2500 and all work requests requiring design services
- Processing, recording, and filing all transactions related to these files
- Processing all contracts and verifying contract administration documents related to the contracts
- Communicating insurance requirements to the contractors
- Verifying and processing payments related to work request projects
- Processing and recording memos (job instructions) to the UW work force
- Reviewing and monitoring the project's design status
- Maintaining and updating the blanket work request list
- Verifying the completion of work requests and passing them on for close out
- Completing various miscellaneous clerical duties as required by the Director of Design Services and the Manager of Client Services