

Job Description

Job Title:	Maintenance Records Clerk
Department:	Plant Operations
Reports To:	Manager, Client Services
Jobs Reporting:	N/A
Salary Grade:	USG 4
Effective Date:	January 2019

Primary Purpose

Under the direction of the Manager, Client Services, the Maintenance Records Clerk is responsible for the support of the Computerized Maintenance Management System (CMMS), as well as general administration for the maintenance team and front line customer service for client requests.

Key Accountabilities

Customer Service

- Answers maintenance lines and email requests in a professional manner.
- Works with maintenance supervisors and personnel to resolve client questions or issues.
- Greets and directs visitors to the department.
- Manages guest-parking passes.
- Opens and distributes incoming mail.
- Receives tender packages submitted.
- Books meeting rooms as required.
- Provides calendar support for the Executive Director, Facilities.

Operations

- Acts as triage for all incoming On Demand and Billable work requests.
- Data entry of valid requests within the CMMS.
- Dispatches work appropriately to responsible work team and craftsperson.
- Ensures fluency and accuracy with the established procedures/protocols and system workflows.
- Monitors CMMS queue on a regular basis, ensuring work requests are completed and processed in a timely manner.
- Assists with the preparation of Preventative Maintenance supporting documentation for scheduled generation.
- Intake and manual processing of Custodial requests.
- Maintains records for maintenance licensing and code compliance.
- Files maintenance manuals and documents.
- Provides data as requested to support planning, budgeting and cost recovery.

Other

- Performs other related duties and responsibilities as assigned by the Manager, Client Services and supports departmental strategic activities.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education <ul style="list-style-type: none">• Ontario secondary school graduation diploma or equivalent combination of education and experience.
Experience <ul style="list-style-type: none">• At least one (1) year of customer service/administration work experience preferably in facilities management within a major institutional sector(s), such as education, post-secondary education or corporate environment.
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Excellent communication and interpersonal skills, with a deep commitment to customer service.• Keen attention to detail, flexibility and accuracy• Sound working knowledge of property and facilities management principles, services and operations.• Proven ability to respond to competing demands in a fast-paced environment• Excellent organizational skills• Intermediate proficiency in the following programs: Outlook, MS Word, Excel, PowerPoint. Visio, ARCHIBUS.• Experience with CMMS is essential• Demonstrated commitment to teamwork.

Nature and Scope

- **Contacts:** Communicates with all levels of department staff and external customers and visitors by responding to general questions and inquiries.
- **Level of Responsibility:** Responsible for all areas outlined above.
- **Decision-Making Authority:** Has decision-making authority within the scope of the position, and the options available based on procedure / protocol. Complex situations are escalated to the Manager, Client Services.
- **Physical and Sensory Demands:** : Minimal physical demands typical of an office environment. Keen attention to detail is required to ensure accurate data. Required to be able to stay on task while dealing with interruptions and distractions
- **Working Environment:** Minimal exposure to disagreeable working conditions typical of working in an office environment. There may be periods of irregular and/or high volumes of workload.