

## Job Description

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<b>Job Title:</b>	Client Services Support Coordinator
<b>Department:</b>	Plant Operations
<b>Reports To:</b>	Supervisor, Tool Room & Key Control
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 5
<b>Effective Date:</b>	January 8, 2018

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### **Primary Purpose**

The Client Services Support Coordinator provides administrative services, particularly in the key control and tool room units, to support overall departmental needs, contributing towards providing a safe and accessible, invitingly clean and comfortable, functionally-enriched and well- maintained campus environment through service excellence.

### **Key Accountabilities**

#### **Key Control Duties (as per Key Control job description):**

- Providing friendly, pleasant and efficient service while maintaining prescribed security standards
- Dealing effectively with all clients
- Safekeeping, issuance and retrieval of keys according to established procedures
- Maintaining the Key Control Information System including data entry, report generation and inventory checks
- Processing and monitoring lock requests
- Verifying, accuracy and proper authorization of key and lock requests
- Issuing keys to individuals as requested on the key permit by authorized personnel
- Understanding the reporting structure of all UW departments
- Verifying the accuracy of the information upon a return of key with the original key permit
- Following up with department to retrieve keys for permits that have exceeded the expiry date
- Verifying that new keys and key blanks are correct with the assistance of the locksmith
- Filing keys in appropriate drawers and securing drawers after hours
- Understanding the functions and relationships of many key systems on campus
- Understanding the Work Request system and the UW space file system to assist with key distribution to contractors working on campus
- Entering accurate information into Key Information database as transactions occur
- Verifying the data entry, daily, by comparing permit information with transaction listings
- Printing and distributing reports to the departments
- Being the first line of communication with clients regarding lock requests and lock changes
- Processing standard lock changes

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- Determining if lock changes are accurate and properly authorized; departments have specific key code structures that apply to their areas and only a few authorized staff can issue these requests.
- Forwarding changes to the standard key code structure or additions to existing key codes to the Director of Business Operations in Plant Operations
- Distributing hardware prepared by UW locksmiths to external contractors
- Understanding existing electronic lock software and adapting to upgrades
- Understanding all the various types of locks and lockset functions on campus
- Being able to read construction drawings and hardware schedules
- Understanding the room numbering standards to help verify that space usage drawings for cylinder changes are up to date with the latest renovation changes
- Performing clerical functions of word processing, filing, telephone operation, and mail distribution related to this position

### **Storekeeping Duties (as per Storekeeper job description):**

- Assisting supervisors in UW shops with utilization of the Access data base system for material and inventory management
- Dispatching personnel vehicles to pick-up and deliver personnel and material
- Communicating messages and instructions to maintenance personnel
- Issuing and receiving keys, tools, and equipment to service maintenance personnel
- Ordering, receiving and coordinating material flow between outside suppliers, other departments and Plant Operations in conformity with specifications and established policies and procedures
- Administering documents and paper flow including material withdrawals, purchase requisitions, blanket orders, purchase orders and invoices
- Maintaining a good rapport with all vendors to maintain quality service and products
- Keeping up to date with the latest equipment and tools and any new companies that have entered the market
- Knowing which equipment or tools are most reliable and price effective
- Using Microsoft Access database to track inventory and manage material flow
- Being knowledgeable with the existing Microsoft Access database
- Helping supervisors utilize the database and verifying the accuracy of the orders
- Being a source for information gathering from the system
- Matching purchases with work requests and extracting charge out information for the work request charge out procedure
- Fulfilling supervisors purchasing duties when they are absent
- Knowing the valid accounting values for all maintenance sections
- Interacting with Central Stores for deliveries
- Maintaining an established inventory of hardware, maintenance and safety supplies in the storeroom area for distribution to maintenance personnel
- Checking equipment (such as ladders, hard hats and safety harnesses) for safety concerns before issuing to personnel
- Verifying and returning first aid supplies when expiry dates have passed
- Dispatching personnel vehicles to pick-up and deliver maintenance personnel and material
- Resolving conflicts of schedules and personalities to minimize any interruptions in work productivity
- Receiving and relaying messages for personnel in the maintenance shops using telephone, paging and radio equipment
- Scheduling service vehicle use to off campus facilities such as School of Architecture in Cambridge
- Having painters and auto mechanics' garments sent out for weekly cleaning
- Coordinating the window glass damage repairs for Housing with glass companies
- Relaying instructions from day custodians to the night shift for any cleanups not completed in the day
- Issuing and receiving keys, tools, and equipment for maintenance personnel

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- Miscellaneous services provided include administering first aid and distributing first aid supplies when necessary, and ensuring that the photocopier and printer, located in the Storeroom area, are operational; opening the tool crib plus back door to the shops
- Providing friendly, pleasant and efficient service while maintaining prescribed security standards

### **Required Qualifications**

#### **Education**

- Relevant post-secondary education, or an equivalent combination of education and experience

#### **Experience**

- Several years of experience working in a warehouse and/or managing inventory
- Several years of experience in the area of shipping and receiving
- Demonstrated experience working with key control, management and distribution
- Experience working with MS Access based systems would be considered an asset
- Demonstrated experience working directly in a customer service role with a wide range of clients

#### **Knowledge/Skills/Abilities**

- Excellent interpersonal and communication skills
- Excellent computer skills
- Excellent customer service skills to work with a variety of people
- Ability to work under pressure in a fast-paced environment
- Demonstrate ability to create and deliver presentations using Microsoft PowerPoint
- Excellent organizational skills with high attention to detail
- Strong multi-tasking skills
- Warehouse and inventory management
- Purchasing, shipping and receiving skills are an asset
- Intermediate ability using the following programs: MS Word, Excel, Access, PowerPoint, Outlook, and Adobe Acrobat

### **Nature and Scope**

- **Contacts:** Troubleshooting problems, responding to questions and inquiries, exchanging and providing information.
- **Level of Responsibility:** This position provides functional guidance direction and/or training to others.
- **Decision-Making Authority:** Continually review ways to improve the timely completion and costing of material for purchasing. Problem solve customer service requests.
- **Physical and Sensory Demands:** Attention to detail, distractions, lifting carrying and/or handling objects.
- **Working Environment:** Office and warehouse based.