

JOB DESCRIPTION

Job Information

Job Title	Customer Service Representative
Position Number	298957/298958
Department	Facilities Management and Planning
Report's To	Manager, Property Services
Month & Year	November 2021

Job Summary

Under the supervision of the Manager, Property Services, this position is responsible to provide customer service to internal and external customers by receiving service requests via phone, email/electronic request or walk-in. Records information, assess priority of each type of request and enters data into computerized maintenance management system for dispatching. Communicates to contractors for service requests related to many products and services in the University including service providers such as elevators, custodial services, pest control, waste removal and maintenance services

Key Accountabilities

- Responds to all internal and external service requests on time for service as they relate to the University Facilities, evaluate priority and allocate to appropriate trade groups, contractor, manager or redirect request to the appropriate department
- Records service requests accurately into Computerized Maintenance Management System (CMMS) daily including all details about the service requests and closes applicable service requests within a timely manner
- Receives Hot work permits submitted by Trades, Contractors and Project Managers and reviews to ensure forms are completed correctly and obtains the necessary approvals
- Receives E-Shop purchase order requests daily submitted by internal staff for chargeable services provided by FMP. Reviews to ensure online forms are entered in the system correctly and issues work orders to trades needed to perform the tasks. Assembles back up documentation and provides copies to each trade and or appropriate manager
- Produces periodic preventive maintenance work orders for all trades as per schedule
- Receives contracted service requests daily and communicates information including custodial services, maintenance services for non-academic buildings, all elevators for repairs and/or entrapment's, overflowing garbage, recycling and organic waste bins and pest control on campus
- Performs other duties as assigned

Compensable Factors

Core Knowledge

- Thorough understanding of computer operating systems and strong knowledge of the required computer software programs (MS Outlook, CMMS software (Archibus), MS Word, and MS Windows)
- Excellent data entry skills including ability to manipulate, calculate and enter data accurately
- Basic understanding of structure, design, heating, plumbing and electrical applications as related to building operations in order to interpret and understand the request and dispatch the appropriate personnel

- Good knowledge of various trade responsibilities and terminology in order to process and transfer the appropriate information to the work order to allow the work to be done efficiently and effectively
- Ability to fill out forms and write documents
- Strong knowledge of the campus buildings and occupants
- Ability to establish and maintain effective working relationships with coworkers
- Ability to effectively work individually, and or as part of a team of diverse groups
- Ability to communicate effectively, both orally and in writing
- Strong knowledge of the campus buildings and occupants
- Able to operate in a fast paced and stressful environment
- Excellent interpersonal and organizational skills to deal with customers and staff
- Able to maintain a service-oriented perspective while dealing with constant interruptions, both phone and in person
- Ability to receive goods which includes lifting heavy to moderate boxes or materials when backing up in stores/central receiving
- Knowledge of FMP Policies and Procedures is an asset
- Knowledge of planning and coordination
- Ability to read and write English

Education

- The job requires a High School Diploma or equivalent

Experience

- The job requires a minimum of 3 years of related experience in the related field

Communication and Interpersonal Skills

- Communication skills focus on customer service skills to answer and respond to inquiries from customers
- Collects, provides, exchanges, and explains information or data with internal clients within the University campus
- Responds to customer complaints in a timely manner
- Completes electronic forms or data entry in the FMP Computerized Maintenance Management System to provide efficient services to the customers

Complexity of Decisions

- Troubleshoots simple to medium technical issues

Impact of Decisions

- The Impact of this position includes a negative feedback from clients
- The impact of decisions has an impact on the effectiveness of the delivery of programs and services delivered by FMP and may also have multiple effects on other departments /divisions
- Completion of task or work order in a timely manner
- Impact to the compliance to health and safety guidelines
- Delay in timelines associated with documentation creation, dispatch and closing of the service orders
- Data entry errors in the computerized database system

Responsibility for the work of others

- There are no on-going responsibilities for the work of others. The job occasionally requires training or teaching colleagues or students or Apprentices (if applicable) on any specific task or skill

Physical Effort

- Fine motor skills/manual dexterity
- Light to moderate lifting/pushing/carrying
- Heavy lifting/pushing/carrying (up to approx. 50 lbs)
- Walking
- Standing
- Climbing
- Hand eye coordination

Sensory Effort

- There may be visual strain associated with extensive use of computer screens
- Some of the sensory efforts are:
 - Attention demand
 - Concentration using the five senses
 - Psychological effects from dealing with difficult clients/customers
 - Effects from dealing with people
 - Handling complaints
 - Listening
 - Mental strain (intensity, frequency, duration)
 - Visual strain
 - Watching a computer screen

Working Conditions

- The work is done in a closed office environment. Health and safety issues are related to extended use of keyboard and sitting
- Requires to continuously listen and respond to customers

Manager's Signature: _____ **Date:** _____

The employee has had an opportunity to review the Job description

Employee's Signature: _____ **Date of review:** _____