WORK CENTER COORDINATOR
Facilities Management

POSITION SUMMARY

The Work Center Coordinator reports to the Work Center Supervisor. Performs administrative and technical duties in support of the Work Center. Administrative duties include setting appointments with customers, schedule service calls for elevators, pest control, and fitness equipment. Greets assists and directs visitors at the front counter and on telephones. In charge of dispatching a high volume of Academic and Residence Hall work orders.

SUMMARY OF DUTIES, RESPONSIBILITIES AND GOALS

- Provides outstanding service to customers, contractors and peers in person and over the phone.
- Serves as first level liaison between College departments and Facilities divisions. Receives incoming calls and forwards to correct division. Greets and assists students, faculty, staff and visitors at the front counter. Provides and logs badges and parking passes to contractors, contractor packets; issues residence hall keys, academic keys, rental home keys, and distribution of keys for vehicle rentals.
- Receives all emergency and trouble calls, determines who should respond. Receives and responds to messages via radio system and distributes to appropriate person. Ensures customer needs are professionally addressed and routed.
- Sets appointments for repair calls, preventative maintenance work and rentals in-house repairs with College departments and students. Schedules service calls for elevators, pest control, exercise equipment, and radios.
- Assists the Work Center function. Issues, edits, and dispatches work orders; assists with damage reports, work order backlog reports; maintains work order status spreadsheets; monitors and responds to Facilities radio traffic; tunnel access monitoring
- Assist with record keeping and documenting items for the Work Center, Accounts Payable, and EH&S areas. May add other areas as developed for tracking purposes
- Assists with photo identification for Facilities employees
- Runs materials and supplies errands. Drives various college vehicles.
- Meets with customers and relays work information correctly and accurately.
- Maintains office supplies and breakroom supplies and replenishes as needed.

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• Human Resources and Business office liaison for invoices, deposits, personnel paperwork and mail. Pickup twice-monthly payroll checks from the business office. Pickup weekly employee reimbursement checks (as necessary).
• Maintains bulletin board with employee information postings. Opens, sorts, and distributes Facilities Department mail. Closes all files and locks up office at end of day
• Provide orientation and training of new Facilities employees.
• Accomplishes other work as assigned.
• Requires little guidance and direction.

QUALIFICATIONS

Education: High School education required. College Graduate desired.

Knowledge, Skill, Ability: Proven history of outstanding customer service in an active office environment. Some maintenance, repair, construction terminology and skills. Ability to work independently and use good judgment. Prioritize and accurately handle large volumes of computer data, filing, telephone, and typing. Proficient with Microsoft Office Suite (Word, Excel) and Google Documents. Customer service orientated and work well with others. Able to read and understand directions and instructions in English. Ability to read and speak Spanish is desired.

Driver’s License: Position requires driving therefore candidate must have a valid California driver’s license with a good record. Must maintain College designated driver status

Other: Some overtime required. Works in weather. Physical agility required. Able to repeatedly lift up to 50 lbs. Able to stoop, bend, crawl, and climb.

APPLICATION INSTRUCTIONS

Please submit a resume and cover letter explaining how your qualifications meet the requirements of the position to resumes@oxy.edu.

Additional Information:

Occidental is an Equal Opportunity Employer and does not unlawfully discriminate against employees or applicants on the basis of race, color, religion, sex, sexual orientation, gender identity, gender expression, pregnancy, breastfeeding or related medical condition, national origin, ancestry, citizenship, age, marital status, physical disability, mental disability, medical condition, genetic characteristic or information, military and veteran status, or any other characteristic protected by state or federal law. Occidental is strongly committed to increasing the diversity of the campus community and the curriculum, and to fostering an inclusive, equitable, and just environment within which students, staff, administrators, and faculty thrive. Candidates who can contribute to this goal through their work are encouraged to identify their strengths and experiences in this area. Individuals advancing the College’s strategic equity and justice goals and those from groups that are underrepresented in the field are particularly encouraged to apply.

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Salary is commensurate with experience and qualifications. A comprehensive benefits package is available that includes: excellent health, dental, life, and retirement benefits; tuition benefits for the employee, spouse, domestic partner, and dependents; additional extras including use of gym facilities and the College Library. For a detailed description of benefits, please visit https://www.oxy.edu/offices-services/human-resources/benefits-information.

All qualified applicants will be considered for employment, including those with criminal histories, in a manner consistent with the requirements of applicable state and local laws, including the City of Los Angeles’ Fair Chance Initiative for Hiring Ordinance.

Occidental College is committed to working with and providing reasonable accommodations to applicants with qualifying disabilities. If you need a reasonable accommodation because of a disability for any part of the application or employment process, please contact Human Resources (hr@oxy.edu).

As a condition of hire for a staff position and for appointment to a faculty position, Occidental College requires that all candidates who have received a conditional offer of employment complete an application form (if they have not already done so) and consent to a background check. Satisfactory completion of a background check, along with pre-employment verifications and references are required as a condition of employment, but only as permitted by federal, state, and local law, including the City of Los Angeles Fair Chance Initiative for Hiring Ordinance.