

Bowie State University Federal College Work-Study Position Description

Title: Facilities and Maintenance Assistant

Department: Office of Residence Life

Department Approval By: Dr. Demetrius Johnson, Vice President for Student Affairs

Date: 9/10/2020

REPORTS TO:

Mark Godette, Facilities Specialist

PURPOSE:

This person will assist the Facilities Specialist in ensuring the completion of various facilities, maintenance, and pest control work orders by logging information, compiling data, and manually inspecting rooms as needed.

DUTIES & RESPONSIBILITIES:

The Office of Residence Life is seeking someone to assist in upholding the facilities and maintenance work order system to provide customer satisfaction for the Residence Halls. They will work alongside the Facilities Specialist to track the life of a work order, keep reporting data accurate, and physically inspect some of the reported issues for verification.

- *File documents with folders*
- *Scan paper documents into digital folders*
- *Upload data to various web-based systems*
- *Answer phone calls with good customer service*
- *Answer some of the Frequently Asked Questions pertaining to Work Order System*
- *Take initiative to complete tasks and find efficient ways to do so*
- *Accompany supervisor to locations for verification of work order status; may be sent individually to check the status in student rooms or speak with students regarding work order satisfaction*
- *Use creativity to generate documents, posters, and advertisements for department processes and procedures*
- *Work well with others and able to follow directions*

REQUIRED KNOWLEDGE, SKILLS & ABILITIES:

1. Work well with others in taking directives, asking questions when uncertain, and establishing working guidelines
2. Process paperwork, knowledge of filing systems
3. Have a basis of understanding within the technological tasks of typing, scanning, creating and saving documents
4. Familiar with using Microsoft Office Suite, Microsoft Forms, and web browsers
5. Understand the importance of sensitive information
6. Be flexible within the work day to complete various small assignments
7. Be able to compile information into reports using Microsoft Office Suite

MINIMUM TRAINING & EXPERIENCE:

Previous office work preferred

CONDITIONS OF EMPLOYMENT:

Must maintain a minimum 2.5 Grade Point Average, be in good judicial standing with the University, must provide excellence customer service