



DATE ISSUED: 06/07
FLSA: Non-Exempt
PTO: COVS

JOB DESCRIPTION

TITLE

Coordinator, Customer Service

JOB SUMMARY

Accomplishes duties relating to the receipt, interpretation, and dissemination of Facilities Management and Construction service request from various customers. Prioritizes work as emergency or routine maintenance. Communicates and coordinates work with clients and FMC supervisors to insure proper scheduling, resource allocation and accomplishment in a friendly, accurate, and timely manner. Work is performed under general supervision and evaluation based on overall effectiveness. Responsible for all TMA database management and reporting; fleet scheduling and client notification. Work is performed with general supervision and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Supervisor, General Services

Supervises: No supervisory responsibilities

PRIMARY DUTIES - *May include, but not limited to the following:*

Receives all department emergency service calls and routes as appropriate.
Manages TMA database, monthly work order reports, and all other TMA reporting requirements.
Processes all billing to departments on campus for vehicle use, custodial supplies, yearly maintenance contracts for elevators, cell phones, alarm systems, etc.
Interprets Facilities Management and Construction requests received via Internet, hand delivered, or telephoned into the Customer Service Department.
Prioritizes and processes service requests for proper scheduling.
Answers FMC service requests in a positive problem solving manner always exhibiting patience and delivering knowledgeable information to satisfy customer complaints while ensuring proper support for all work requests including emergencies.

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Enters data related to and running preventive maintenance program and other reports using the computer software.
Closes completed work orders on a monthly basis or as required and distributing.
Schedules vehicle use for all departments on Denton campus.
Coordinates vehicle pickup with the automotive department.
Issues gasoline credit cards and cell phones to customers traveling in University vehicles as necessary.
Answers customer questions regarding key pick up and returns.
Issues and receives keys from customers after proper procedures are followed.

ADDITIONAL DUTIES

Performs customer follow up calls to insure that requested client services were handled in an accurate, professional, and timely manner.
Compiles data from "You're The Boss" self evaluation and program assessment cards for reporting purposes.
Performs clerical duties as assigned, including the production of general correspondence or other needs as defined by supervisors.
Performs other duties as requested.

EDUCATION

High school diploma or equivalent required.

EXPERIENCE

Two years of general office clerical experience and a working knowledge of computers, applications software, and bookkeeping practices.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
Ability to pay strict attention to detail and be deadline-oriented.
Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
Ability to communicate effectively - orally, by phone, in person, and in writing.
Ability to respond to emergency situations in a timely manner.
Ability to use a personal computer and other office equipment.

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PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; clean; sit; sort; hold; squat; stoop; stand; twist the body; walk; and write walk; use hands to finger; handle, or feel objects, tools or controls; reach with hands and arms; talk or hear. The employee must have the ability to occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include ability to distinguish the nature of objects by using the eye.

WORK ENVIRONMENT

Employees are responsible for performing their duties in an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed primarily indoors. The noise level in the work environment is usually low to moderate.

SAFETY

Assists in the creation of a culture of safety and environmental protection by performing work safely in accordance with departmental safety procedures. Operates equipment safely and reports any unsafe work conditions or practice to supervisor.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

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Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.