



Facilities Customer Resource Coordinator Lead Job Description

JOB INFORMATION

<i>Job Code:</i>	178907
<i>Job Title:</i>	Facilities Customer Resource Coordinator Lead
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student and/or temporary workers.
<i>Job Family:</i>	Facilities - Customer Resources
<i>Job Family Group:</i>	Facilities Management and Construction
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Serves as a lead for Facilities Management Services Customer Resource Center. Oversees all activities and projects as it pertains to Customer Resource Center staff. Coordinates, communicates and implements project process such as time frame for completion and costs with customer. Provides customer service to faculty, staff and other outside customers. Assists in development of standard operating procedures. Assists customers in understanding policies and procedures. Resolves issues by offering solutions, explanations or by arranging for service. Determines priorities.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		High school or equivalent	
X		Specialized/technical training	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		3 years	
	X	4 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Previous customer service experience.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Serves as a lead for Facilities Management Services Customer Resource Center. Oversees all activities and projects as it pertains to staff. Provides customer service to faculty, staff and other outside customers. Trains Customer Service Coordinators on policies, procedures and operations of Customer Resource Center. Communicates organizational policies and procedures to internal and external customers. Assists in development of standard operating procedures.				
Trains staff and student workers on work processes and procedures.				
Assists in the development of standard reporting procedures for department and unit.				
Reviews weekly work orders and service requests. Contacts customers to gather information regarding services provided. Generates reports for reporting purposes or as requested by management. Measures data and analyzes trends and identifies areas of improvement.				
Identifies and prioritizes problems and issues related to service area. Performs research, offers solutions, options and strategies. Refers to appropriate person or department as needed, and/or arranges for service. Gathers data as necessary.				
Coordinates utility shutdowns for various managers for repair, maintenance or improvement of utilities for operation of a building. Attends weekly briefing meeting to discuss various shutdowns, events and other activities impacting the campus.				
Monitors critical alarms and informs management and customers on status of building alarms. Documents details on daily activity report. Prepares daily activity reports for management regarding status of work order activity pertaining to issues such as floods, fire alarm activations and power outages.				
Generates monthly reports of project entry, status, unfunded and billed amounts to date.				
Edits and reviews estimated cost summary. Presents to customer. Processes billing information.				
Acts as a liaison between Project Manager and customer. Coordinates, communicates and implements project process such as time frame for completion and costs with customer, as needed.				
Answers telephone(s). Responds to inquiries related to facilities operations and service requests statuses, as appropriate, requiring knowledge of department policies and procedures. Routes calls, as appropriate. Dispatches appropriate personnel, as needed.				
Track, compiles and submits monthly report regarding feedback pertaining to Facilities Management Services programs and services, as required.				
Oversees office operations. Assists in maintaining office equipment and purchases. Ensures proper operation and maintenance of office equipment.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.