



JOB INFORMATION

<i>Job Code:</i>	178915
<i>Job Title:</i>	Energy Resource Coordinator
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or resource 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

Provides customer service support and specialized technical diagnostic work for Energy Services. Provides support through Building Controls Operation and Energy Control System. Responds to inquiries related to facilities operations and service request status, as appropriate, requiring knowledge of department policies and procedures. Creates service requests and work orders. Performs a variety of routine clerical tasks.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Specialized/technical training	
X		Associate's degree	

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		2 years	
	X	3 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		Prior system diagnostics and customer service experience.
X		Knowledge of HVAC technical terms and building system operations with ability to communicate to customer in layman's terms.
X		General system knowledge of HVAC and building systems and controls.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
	X	Understands HVAC technical terms and system operations with ability to communicate to customer in layman's terms.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Provides customer service for Facilities Management Services Energy Control Room for service requests and work orders. Meets customer needs, provides information and follows up with customers.				
Provides specialized technical and customer service support for faculty, staff and students. Monitor's performance of building systems. Assists with problem resolution and facility management activities, including operating between EBI (enterprise building integration system) and FAMIS.				
Identifies, diagnoses, tests and resolves energy and operation issues in buildings. Uses EBI system and equipment to monitor, troubleshoot and support faculty and student use in building spaces. Coordinates technical support and environment problem resolution. Completes and submits comprehensive end of day shift reports.				
Provides consultative services for faculty, staff and students on building system use and operations. Assists faculty, staff and students in using building control systems. Coordinates the introduction and installation of new building system technology and related computer resources and answers questions regarding their proper use. Provides help phone services and on-site customer support operations.				
Monitors critical alarms and informs management and customers on status of building alarms.				
Creates service requests and work orders. Assigns service priority and dispatches personnel. Closes work orders and enters closing notes as detailed by service technicians. Researches status of work requests in order to communicate to customers.				
Prepares and submits daily activity reports on service requests to ensure follow through on requests.				
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.				
Track, compiles and submits monthly report regarding feedback pertaining to Facilities Management Services programs and services, as required.				
Follows up with customers for submission of building scheduling. Reviews and manages building schedule documentation. Issues building scheduling information to Energy Management Systems operator for implementation. Updates web-based building schedule for use by Facilities Management Services weekend operations.				
Answers telephone(s). Screens and forwards calls. Responds to inquiries related to facilities operations, as appropriate, requiring knowledge of department policies and procedures. Routes calls, as appropriate. Accurately takes and delivers messages.				
Assists with training staff and student workers on work processes and procedures.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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		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

Other Requirements			
<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		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.