

Maintenance and Operations Work Order Technician/Dispatcher

DEFINITION

The Maintenance and Operations Work Order Technician/Dispatcher receives emergency repair requests and maintenance work order requests from all locations in the District. This position will be responsible for setting priorities within established guidelines and dispatch personnel as needed.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Maintenance and Operations administration. This position does not exercise any supervision.

REPRESENTATIVE DUTIES– (Incumbents may perform any combination of the essential functions shown below (E). This position description is not intended to be an exhaustive list of all duties, knowledge or abilities associated with this classification, but is intended to accurately reflect the principal job elements.

Initiates, modifies and closes work orders in an electronic work order software system. (E)

Manages user access accounts for electronic work order software system, provide user technical support for work order system. (E)

Answers inquiries requiring general knowledge of services, procedures and practices for the department and for the District. (E)

Receives telephone calls and emails for emergency, urgent and routine maintenance repair service requests. (E)

Determines and dispatches appropriate District staff by radio, cell phone or email for emergency requests and notifies M&O staff of district wide lock down status. (E)

Determines and schedules requests based on degree of importance and type of request (urgent, health and safety, vandalism, routine, etc.). (E)

Reviews and records nature and scope of service in automated system; contacts sites for clarification on incomplete or inaccurate work order requests. (E)

Communicates with schools and departments regarding the status of work order requests; may forward inquiries to shop supervisors for resolution. (E)

Reviews finalized work order documents for accuracy, completion and conformance to established procedures; ensures actual labor and material costs are entered into the electronic system. (E)

Maintains reports and files work orders by craft, site and work location. (E)

Records vandalism incidents and repair charges for each school. (E)

Coordinates and schedules waste management and recycling services District wide. (E)

Compiles information from a variety of sources and prepares forms and/or reports. (E)

Performs varied and responsible clerical duties to relieve the administrator of clerical detail; plan, coordinate flow of communications; assure smooth operations of assigned office. (E)

STOCKTON UNIFIED SCHOOL DISTRICT

Develops, prepares and maintains a variety of files, records and correspondence; type letters, reports, bulletins, memos, requisitions and master copies; prepare correspondence independently and from oral and written instructions. *(E)*

Receives visitors, including administrators, staff and public information or direct to appropriate personnel; receive, sort and distribute mail; prepare and distribute informational packets and bulk mailings as directed. *(E)*

Issues and controls departmental purchase orders for materials and equipment; initiate requisitions for procurement of materials and equipment according to departmental purchasing authority. *(E)*

Maintains inventory control of materials and equipment orders and requisitions, including annual departmental expenditures. *(E)*

Receives screens and routes telephone calls; take and relay messages as appropriate; serve as a resource to others concerning policies and procedures; respond to requests for records and other documents as directed. *(E)*

Inputs data into an assigned computer system; generate a variety of mandated and requested computerized reports according to established time lines; maintain automated records; assure accuracy of input and output information. *(E)*

Monitors inventory levels of office supplies and materials; order. Receive and maintain inventory of office supplies and materials for Department. *(E)*

Maintains calendars and schedules of meetings, appointments and conferences; attend and participate in a variety of assigned meetings; take notes as requested; prepare and distribute summary of minutes as assigned. *(E)*

Operates radio and security systems *(E)*

Maintains regular and prompt attendance in the workplace. *(E)*

Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Methods, material and terminology used in the construction and maintenance trades
- Modern office practices, procedures and equipment
- Applicable laws, codes, regulations policies and procedures
- Interpersonal skills using tact, patience and courtesy
- Methods of collecting and organizing data and information
- Planning, coordinating and organizing office activities and coordinating of communications for the assigned supervisor
- Record keeping techniques
- Compile , assemble, verify and prepare data for records and reports

STOCKTON UNIFIED SCHOOL DISTRICT

- Operation of standard office equipment, including computer
- Oral and written communication skills
- Correct English usage, grammar, spelling, punctuality and vocabulary

Ability to:

- Communicate effectively orally and in writing
- Prepare and maintain a variety of manual and automated record and reports related to assigned activities
- Follow District organization, operations, policies and objectives
- Plan, organize, and establish priorities
- Assure efficient and timely completion of office and program projects and activities
- Work well under emergency situations
- Read and understand work orders and documents
- Compose correspondence and written materials independently or from oral instructions
- Communicate clearly and succinctly
- Carry out oral and written directions; write and speak at a level sufficient to fulfill the duties to be performed for the position described
- Relate to diverse cultures
- Complete work with many interruptions
- Work independently and make decisions within established guidelines
- Establish and maintain cooperative working relationships with those contacted in the course of work

Education and Experience:

Any combination of education, training and/or experience equivalent to graduation from high school and three (3) years of increasingly responsible clerical experience.

License or Certificate:

- Typing Certificate of no less than forty-five (45) words per minute

WORKING CONDITIONS:

Environment:

- Indoor office environment
- Constant interruptions and possible emergency situations
- Moderate noise

Physical Demands:

Employees in this position must have/be able to:

- Enter data into a computer terminal and operate standard office equipment.
- Hear and understand speech at normal levels and on the telephone with or without hearing aids.
- See and read a computer screen and printed matter with or without vision aids.
- See, hear and speak with/without assistive devices sufficient to communicate effectively with others.
- Sit for extended periods of time.
- Bend at the waist.
- Reach overhead, above the shoulders and horizontally, grasp, push/pull.
- Lift and/or carry up to 25 lbs., at waist height for short distances.

