### 2. POSITION SUMMARY

A summary of the major functions of the position in three or four sentences.

Supports the effective and efficient delivery of facilities-related services to customers in SFU departments and offices at the Burnaby campus. Responds to requests for routine, non-routine, and emergency services received by the Facilities Service Desk, through the departmental website, or by a Project Initiation Form. Identifies and dispatches appropriate trades people to respond to service requests. Ensures all service requests are accurately entered in the TMA Computerized Maintenance Management System (CMMS). Maintains up-to-date Work Orders and Project files. Processes invoices and all data received pertaining to work billing. Generates and distributes end-of-period reports. Provides back-up to the Administrative Office including the Facilities Service Payroll Desk during periods of staffing absences and work overload.

### 3. MAJOR FUNCTIONS

List the duties and responsibilities of the position in order of frequency (i.e., (D) Daily; (W) Weekly; (M) Monthly; (S) Semester)

**Daily:**

Operates the Facilities Management Service Desk by answering in-bound customer calls, emails, and web work requests from customers in SFU departments and offices on the Burnaby campus.

Responds to routine service requests (e.g., lighting/heating concerns; plugged toilets) and non-routine/emergency service requests (e.g., flooding; fire; heavy snowfall).

In accordance with established guidelines, determines the nature and priority service requests by gathering particulars through questioning and probing for information. Identifies and dispatches appropriate trades people (e.g., electricians, carpenters, plumbers, mechanics, HVAC technicians, labourers), using two-way radio for...
short-notice and emergency requests. Notifies the Supervisor, and/or Superintendents, and trades staff immediately in the case of emergency situations.

Performs data entry and ensures that all service requests are accurately entered into the TMA Computerized Management System (CMMS). Prints and distributes Service Work Orders to Trade Shops. Works closely with the Supervisor to keep him/her updated on daily events, transactions, billings, etc.

Processes all Project, Special Event and Sign Requests received from University departments by ensuring all required information has been filled in accordance with policies & procedures. If the work request is incomplete, contacts the requesting department to obtain complete information.

Forwards requests to the appropriate area for the planning and coordination of work. Prints and distributes Non-assigned Work Orders to the appropriate Trade Shop(s). Prints and distributes Project Initiating Forms and Project forms to the appropriate Building Technologist or Project Manager.

Maintains up-to-date Work Orders (on-line) and Project files (hard copy) by inputting data as directed and filing department documents.

Updates status on TMA by entering completion date of non-assigned projects and comments from the trades people.

Assigns and checks the work of temporary employees working on inputting invoice data, creating/classifying project work order requests, or filing documents.

Ensures customer receives an email on the day the work request is received/authorized, detailing work order/project number, the contact name and number for chargeable requests. Refers unresolved service complaints to the supervisor.

Provides information and assistance to customers and department staff regarding relevant department processes and services.

Closes out all completed Service Work Orders by entering tradesperson’s comments in TMA and updating work order data (on CMMS) as appropriate. Updates checklists, work types, task types, work order status, areas, contractor information, and equipment tag numbers. Links documents on the Work Order record.

Generates and distributes Preventative and Deferred Maintenance Work Orders.

Performs filing and record-keeping functions by ensuring all documents are filed in a timely manner and then secured at the appropriate locations. Keeps work space neat and orderly.

Reviews weekly Billing Reports related to weekly Service desk activity.

Acts as receptionist by answering telephone and directing visitors to the Service Desk. Refers in-coming callers to other Facilities staff as necessary.

Receives repair calls for department office equipment and relays them to the appropriate external service.

**Weekly/Bi-weekly:**

Generates Work Billing reports and forwards to Financial Services for distribution of charges to departments and filing reports.

Runs end-of-period reports using CMMS such as Open Work Order by Shop, Man Hour/Cost Distribution, Chargeable vs. Non-Chargeable, PM Load Analysis, etc., and distributes same.

Assigns and checks the work of temporary employees working on inputting invoice data, creating/classifying project work order requests, or filing documents.

Provides back-up on the Payroll Desk, as required, by sorting, coding, and filing Poly Party timesheets; updating departmental databases for Vacation and Sick Leave Entitlement, as well as Overtime and
Banked Overtime; entering hours worked, job and shift differential, and absences; maintaining up-to-date employee records; preparing various forms (e.g., Personnel Action Requisitions, Wage Indemnity Claim Form, WCB Employer’s Report, etc.) by copy-typing and/or gathering information from departmental databases to include as required; photocopying, distributing and filing forms; and printing and distributing departmental Vacation Entitlement, Sick Leave Entitlement and Overtime reports.

4. MINOR FUNCTIONS
List duties and responsibilities that occur annually and periodically throughout the year.

- Provides daily back up to the Customer Service Coordinator and service relief for the Administrative office, including the Payroll Coordinator and Office Coordinator during periods of staffing absence and work overload.
- Provides back-up to other staff as required.
- Maintains Service Desk Manual by filing revisions to ensure that procedures are up-to-date.
- Maintains Accounts Desk Handbook by filing revisions to ensure that procedures are up-to-date.
- Provides suggestions for improvement to service desk processes to Supervisor.
- Performs other duties consistent with the job description and classification on request.

5. LEVEL OF INDEPENDENCE
Check one box that best describes the level of independence that can be exercised within the position by a fully trained employee.

☐ a) Work is provided with specific instructions describing how and when it should be completed.
☐ b) Work is provided with general instructions. The employee makes choices about how the work will be completed within deadlines.
☒ c) Work is self-directed by the employee. The employee determines what work needs to be completed and when it should be completed to meet deadlines.
☐ d) Work is assigned on a project-by-project basis in the form of broad objectives. The employee evaluated what work needs to be completed within general time frames. Provide examples of project work:

6. TRAINING EXERCISED
If the position provides training, check each description that applies.

☐ a) Not required to provide training to other individuals.
☒ b) Explains how work is performed in his/her own position to individuals in other positions performing the same or similar work (includes training replacement employees).
☐ c) Provides one-on-one specialized training to other individuals. Considered a specialist in a particular area or field of study. Positions at this level may be designated as the resident department expert.
☐ d) Provides one-on-one training to individuals in other positions. Must have a good understanding of the work of the other positions. Positions at this level may be designated as group leaders or work leaders.
☐ e) Conducts training seminars for groups. Training seminars are normally scheduled and follow a prescribed format. May also develop or assist in the development of training seminars.
7. DIRECTION EXERCISED
Check each description that applies.

☐ a) Not required to provide direction to other individuals.
☒ b) Assigns and/or checks work of other individuals.
☐ c) Schedules, assigns, and checks work of other individuals.
☐ d) In addition to C, establishes work priorities for a unit.
☐ e) In addition to C and D, guides project teams.

8. INTERNAL AND EXTERNAL CONTACTS
List internal and external contacts (i.e., specific positions within own department, other departments, students, faculty, on/off campus vendors, etc.), the duration of each contact (i.e. less than 1 hour at a time, 1-2 hours at a time, more than 2 hours at a time), and the frequency of each contact (i.e. occasional, frequent, or continuous).

<table>
<thead>
<tr>
<th>Type of Contact</th>
<th>Duration</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department personnel</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>University staff, faculty and students</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Financial Services personnel</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
</tbody>
</table>

9. IMPACT OF ERRORS
Common Errors: Provide a few examples of the most common errors which normally occur in the performance of the work.

- Allocating charges to the wrong account

Uncommon Errors: Provide a few examples of most uncommon errors which infrequently occur in the performance of the work.

- Not processing requests for set-ups which may cause last-minute confusion for the user and trades people, embarrassment for the user, and potential loss of business for the Department as a result of client discontent.

10. EFFORT
Describe concentrated periods of auditory (hearing/listening); visual (seeing); perceptual (understanding/comprehending); and physical dexterity (finger/hand movements, eye/hand coordination, lifting, carrying, pushing, pulling, reaching etc.). For each example of effort, indicate the concentrated duration (less than 1 hour at a time, 1-2 hours at a time, more than 2 hours at a time) and frequency (occasional, frequent, continuous).

<table>
<thead>
<tr>
<th>Type of Effort</th>
<th>Duration</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reviewing requests and invoices (reading, perceiving)</td>
<td>1-2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Entering work order detail, invoice info (keyboarding)</td>
<td>1-2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Non-confined sitting</td>
<td>1-2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Photocopying</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Standing, walking</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
<tr>
<td>Answering telephone calls</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
<tr>
<td>Operating calculator</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
<tr>
<td>Responding to in-person requests for information</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
</tbody>
</table>
11. WORKING CONDITIONS

a) Describe the place(s) where work is performed such as office environment, laboratory, outside work site, etc. Also identify the number of hours (of the total hours worked per week) spent in the place(s).

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours spent as a total of hours worked per week</th>
</tr>
</thead>
<tbody>
<tr>
<td>General office</td>
<td>32.5 hours/35 hours</td>
</tr>
<tr>
<td>On campus</td>
<td>2.5 hours/35 hours</td>
</tr>
</tbody>
</table>

b) Describe any uncomfortable and/or distracting conditions in the work place(s) which an incumbent is exposed to on a regular basis and the frequency of the exposure. (e.g. interruptions, distracting noise, unpleasant odours, dust, drafts, inks, dyes, cleaning agents, toner for printers, temperature extremes, heavy dust conditions, wetness, fumes, vibrations, etc.)

<table>
<thead>
<tr>
<th>Uncomfortable Conditions</th>
<th>Frequency of Exposure (Occasional, Frequent, or Continuous)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interruptions</td>
<td>Frequent</td>
</tr>
<tr>
<td>Environmental Noise (dispatch radio, office equipment and verbal)</td>
<td>Frequent</td>
</tr>
</tbody>
</table>

c) Describe any potential health or safety hazards etc. and the frequency of exposure of each hazard. (e.g. dealing with complaints and/or verbal/physical abuse; noise levels that interfere with normal speech/hearing; toxic gases or materials; dangerous chemicals, combustibles, radioactive material; repetitive arm, finger, wrist movements or other activities that may result in a physical injury; high speed, pressurized equipment; high voltage; heights above five feet; bio-hazardous wastes, body fluids, etc.)

<table>
<thead>
<tr>
<th>Potential Health or Safety Hazards</th>
<th>Frequency of Exposure (Occasional, Frequent, or Continuous)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verbal abuse</td>
<td>Occasional</td>
</tr>
<tr>
<td>Keyboarding</td>
<td>Frequent</td>
</tr>
</tbody>
</table>

12. CONTINUING EDUCATION
Check each description that applies.

- [ ] a) Does not require any continuing education.
- [x] b) Requires learning new university/department related procedures and/or methods.
- [ ] c) Requires learning new procedures and/or methods acquired through reading non-university/department publications.
- [ ] d) In addition to B and C, requires registration in formal seminars, training sessions, workshops, conferences, etc.
- [ ] e) In addition to B, C, and D, requires registration in post-secondary courses (one semester/equivalent).
### 13. QUALIFICATIONS
Minimum required to satisfactorily perform the work.

**Formal education qualifications:** identify the highest level of formal schooling required.

High-school graduation and one year of post secondary education including courses in word processing, spreadsheet, and computerized maintenance management applications; bookkeeping; and office procedures.

In addition to formal education, identify the certification or program of study required.

In addition to the above qualifications, the number of years of minimum experience are:

<table>
<thead>
<tr>
<th>Years</th>
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<tbody>
<tr>
<td>3</td>
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</tbody>
</table>

Check one:

- An equivalent combination of formal education, certificate/program of study and experience is acceptable.
- An equivalent combination of education, certificate/program of study and experience is not acceptable because: (please explain)

**Occupational Skills:** Identify skills specifically required to perform the work of the position.

- 55 wpm keyboarding skill with a high degree of accuracy.
- Good knowledge of bookkeeping principles and practices.
- Basic knowledge of payroll principles and practices.
- Good knowledge of standard office practices, methods and procedures.
- Ability to use computerized maintenance management systems and spreadsheet applications (e.g., CMMS, Excel) at an intermediate level.
- Ability to set priorities and meet deadlines.
- Ability to exercise mature judgment and initiative while working in a fast-paced work environment.
- Ability to evaluate and follow oral and written instructions while working with a wide range of constituents in a diverse work community.
- Ability to assign and check the work of temporary clerical employees.
- Ability to work as a member of a team.
- Excellent verbal and interpersonal communication skills.
- Excellent organizational skills.
- Excellent mathematical skills including addition, subtraction, multiplication, division, and calculation of percentages.
- Excellent attention to detail.
- Good analytical and practical problem-solving skills.

**Occupational Requirement(s):** Identify non-skill requirements to perform the work such as ability to work shifts and/or be on-call; ability to travel periodically outside the lower mainland; have a valid driver's license; ability to lift, move or carry equipment or materials over 10 kg; etc.

None.
14. APPROVAL AND REVIEW

**Evaluating Supervisor Approval:** Information provided in the job description accurately reflects the requirements of the position.

<table>
<thead>
<tr>
<th>Name of Evaluating Supervisor</th>
<th>Signature of Evaluating Supervisor</th>
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<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Date</td>
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</table>

**Employee Review:** I have read and understand the requirements of the position.

<table>
<thead>
<tr>
<th>Name of Employee</th>
<th>Signature of Employee</th>
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<td>Date</td>
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