

METRO Job Description

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| Class Numbers: | 0478/4478 | Established: | 7/91 |
| Titles: | Work Center Coordinator | Revised: | 9/2009 |
| Pay Grades: | 360/470 | EEO Category: | Service Maint. |
| Bargaining Unit: | LIUNA 483 | | |
| FLSA Status: | Non-Exempt | | |

DESCRIPTION

Provides daily scheduling and dispatch for all sections of the Facilities Management Division; coordinates, prioritizes, and assigns work orders. Purchases, receives, and tracks materials and supplies. Supervises division field staff, as necessary, and manages the Zoo telecommunications system.

DUTIES AND RESPONSIBILITIES

Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.

1. Receives and evaluates work orders and dispatch requests from other Zoo staff.
2. Assigns priorities, determines staffing needs, dispatches staff as appropriate.
3. Determines material and supply needs including specification writing, coordinates ordering process, writes or requisitions purchase orders; ensures timely delivery of materials and supplies, verifies receipt; schedules heavy duty equipment.
4. Ensures timely and accurate coding in conjunction with Administrative Secretary.
5. Coordinates general purchasing and maintains inventory control for all sections.
6. Answers emergency and special attention telephone requests; dispatches appropriate staff in response and verifies follow-up.
7. Responsible for the maintenance of, and records for, the Zoo telephone system, including responding to malfunction calls, ordering requests for adds, moves, and changes.
8. Assists Facilities Supervisor with Special Projects.
9. Works with Division Secretary to provide accurate reporting system.
10. Performs related duties as assigned.
11. Fulfill Metro's employee values of Public Service, Excellence, Teamwork, Respect, Innovation, and Sustainability. These duties include but are not limited to:
 - a. Maintaining positive relationships;
 - b. Respecting diversity of ideas and perspectives of others;
 - c. Demonstrating sustainable practices;
 - d. Assisting the public, public officials and other employees in a professional and courteous manner;
 - e. Developing safe work habits and contributing to the safety of self and co-workers;
 - f. Contributing to a positive team atmosphere; and
 - g. Having regular and punctual attendance.

12. Perform assigned duties during an emergency situation.
13. Other duties as assigned.

JOB SPECIFICATIONS

(These are any combination of education and experience that has provided knowledge, skills and abilities to perform the duties of this position. Prior work experience and educational requirements listed are typical ways of obtaining the required qualifications. Other equivalent combinations of education, training and experience will be considered.)

1. Job Preparation

Education and Work Experience

- High school diploma or GED.
- Minimum of three years experience in maintenance related work, preferably in a supervisory position with responsibilities for scheduling and prioritizing. Experience in purchasing, telephone systems, and utilizing a computer preferred.

2. Necessary Knowledge, Skills and Abilities

Knowledge of:

- Knowledge of practices and procedures related to buildings, grounds, and vehicle maintenance.
- Knowledge of, and ability to use, parts catalogues.
- Costs, products and sources of supply appropriate for the use in building, grounds, and vehicle maintenance.

Skill to:

- Evaluate, estimate, and prioritize work orders, and determine staffing and materials needs.
- Purchase, track purchases, and provide inventory control.
- Written and oral communication.
- Work independently and as part of a team.

Ability to:

- Apply Federal, State, local laws, regulations, and agency policies and procedures for respective field.
- Use discretion with confidential and sensitive matters.
- Fulfill Metro's employee values of Public Service, Excellence, Teamwork, Respect, Innovation, and Sustainability.
- Work in a safe manner and follow Metro safety policies, practices, and procedures.
- Perform all essential duties of the position.

3. Special Requirements

- Successfully pass the background checks and screening requirements of the organization for this particular position.

4. Tools and Equipment Used

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- All standard office equipment including but not limited to computer and printer, fax machine and copy machines; computer software including MS based word-processing and spreadsheets.

5. Supervision

- Supervision is received from supervisor/manager.
- In the absence of supervisor, assume responsibility for supervision of represented field staff and may make recommendations for disciplinary actions.

6. Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting.

The job classification 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.