

Facilities Assistant

JOB FAMILY DEFINITION

This classification falls within the Facilities Support Job Family encompassing a range of work in which incumbents are responsible for providing administrative and customer service support to facilities operations, planning, and/or capital projects for the judicial branch. This class specification represents the type and level of work performed recognizing that specific work assignments may differ from one unit to another and from one incumbent to another.

CLASS SUMMARY

Incumbents, as assigned, are responsible for providing intake, processing, and customer service for facility inquiries and service work requests working in a contact center environment following standard policies, protocols, and procedures.

DISTINGUISHING CHARACTERISTICS

The Facilities Assistant class is distinguished from other classifications in the Facilities Support Job Family in that the work involves performing direct customer service tasks as part of a centralized customer contact center. Incumbents also perform data entry, work order tracking, and routine report generation and distribution from centralized information systems.

The Facilities Assistant is distinguished from the Facilities Specialist in that the latter provides the first level of expenditure analysis by auditing invoices and ensuring that payments are being made in accordance with vendor contracts. The Facilities Specialist performs basic accounting and expenditure troubleshooting and research. In addition, Facilities Specialists compile information and create basic reports involving key performance indicators, customer satisfaction, and work order close out.

Work is assigned and consists of routine processing tasks, with discretion being exercised when identifying an item requiring escalation because the decision-making falls outside of standard procedures, protocols, and practices.

EXAMPLES OF ESSENTIAL DUTIES *(The duties listed are illustrative only and represent the core areas of responsibilities; specific position assignments will vary depending on business needs.)*

- Responds to requests for service work orders received via phone or email; determines priority and escalates accordingly; and monitors customer service email in-box.
- Resolves customer complaints through direct assistance, or by researching facilities management databases.
- Enters data into systems, logs, or documents; creates user records in facilities information systems.
- Processes, dispatches, and updates work orders and/or project management information in facilities information systems; monitors and follows up on approvals, as assigned.
- Follows work order progress; communicates with staff and service providers regarding status; prepares billing information and accounting charges; and provides status updates to customers.
- Compiles services work order statistics.

- Assists customers with the use of the facilities information systems, including work order request creation; creates help desk tickets for technical problems occurring with the facilities information systems.
- Creates, runs, and distributes standard and ad hoc reports from the facilities information systems, as assigned.
- Reviews service work orders for accuracy and completeness, as assigned; monitors workflow and creates daily status reports, as assigned.
- Provides training to internal and/or external clients in assigned area.
- Provides orientation and guidance to new staff.
- Performs other duties of a similar nature and level as assigned.

EXAMPLES OF POSITION SPECIFIC RESPONSIBILITIES *(Illustrative Only)*

Responsibilities across incumbents in this classification are covered in the “Examples of Essential Duties” list. While incumbents assigned to this classification may access, maintain or use function-specific tools and/or perform specific facilities support tasks aligned with one work unit, the general description of the work tasks involved in this class do not vary significantly and therefore no position specific duties are noted.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

High school diploma, GED, or equivalent, and one (1) year of administrative, customer service or call center experience. Additional directly related experience and/or education may be substituted on a year-for-year basis.

LICENSING AND CERTIFICATIONS

- None

KNOWLEDGE OF

- Customer call center processing methods;
- Basic facility operations, systems, and concepts sufficient to assist customers and process information;
- Telephone use and etiquette;
- Customer service principles;
- Proper English grammar, punctuation, and spelling;
- Data entry, database navigation for research, and standard report generation, as assigned;
- Applicable work rules and policies;
- Basic filing and recordkeeping principles; and
- Applicable business equipment and desktop applications.

SKILL IN

- Accurately receiving and processing a high volume of calls and emails in a contact center environment;
- Providing customer service;
- Exercising tact and diplomacy;
- Applying standard policies and procedures;
- Providing attention to detail;
- Organizing and maintaining records and files;

- Identifying errors and making corrections;
- Meeting assigned deadlines;
- Prioritizing work;
- Utilizing a computer, relevant software applications, and/or other equipment, as assigned;
- Effectively communicating; and
- Maintaining effective working relationships with colleagues, customers, and the public.

WORKING CONDITIONS, ADA AND OTHER REQUIREMENTS

The Judicial Council is an equal opportunity employer. The Judicial Council will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Positions in this class typically require: sitting, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Incumbents generally work in a typical office environment with adequate light and temperature. Travel is required to site locations and work may be performed in outdoor environments with varying light and temperature.

Please Note: *The Judicial Council classifies work based on organizational need. The distinguishing characteristics, essential duties and minimum qualifications described in this specification relate to the body of work required and not to the attributes of an incumbent assigned to perform the work.*