

JOB DESCRIPTION



Position Title: Facilities/Customer Services Assistant

Department: Community Engagement

Employment Category: Non-Exempt Staff

Primary Location: Benson Center or
Willcox Center

FLSA Classification: Non-exempt

Remote Work Eligible: No

Parameters: 40 Hours/Week; 12 Months

Pay Grade: NE03

Position Summary: The Facilities/Customer Services Assistant is responsible for performing general facilities upkeep and customer service at the Benson or Willcox Center, including general cleaning and grounds maintenance; routine building, equipment, and systems maintenance; general facility security, and for providing general customer service to center visitors, including faculty, staff, students, and the public.

Essential Functions: As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

Duties and Responsibilities: Within the scope of college policies and procedures, this position:

Cleans all classrooms, offices, restrooms and other public areas; washes windows; maintains supply inventory, orders cleaning supplies, keeps records, updates MSDS information on chemicals, cleaning products and other materials; completes set-up and take-down of rooms for special center events, moves furniture to re-arrange classrooms as needed, steam cleans carpets

Performs basic building maintenance, including but not limited to changing light bulbs, resetting timers, setting thermostats, locating and resetting electrical breakers; basic electrical, plumbing, and painting, unclogging toilets and drains, and other similar procedures that require only simple hand tools; checks emergency equipment, like fire extinguishers, and arranges for replacement of bad equipment; responds to "emergency" call-outs; conducts regular inspections of assigned building ensuring all systems are in proper working condition

Completes basic grounds keeping maintenance; mows with power mower; trims hedges with hand or power clippers; clears weeds and other nuisances with hand tools; irrigates with automatic or hand-held devices; controls litter; cleans graffiti; maintains outside aesthetics

Provides general building security; locks and unlocks buildings as necessary, reports suspicious activities and makes required reports

Provides customer service for the center as necessary; assists instructors with class setup; issues laptops to students and maintains accountability for those devices; answers questions for guests

Follows written and oral instructions and directions, complies with departmental and college policies and procedures; follows all safety precautions and standards; communicates with faculty, staff, students and other personnel; assists with customer service for students and other center visitors; informs supervisor of problems and concerns; assists students, faculty, staff, and public as needed to ensure efficient center operations

Performs other related duties as assigned

General Expectations: Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

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Education and Experience Requirements:

High School Diploma or equivalent

Three years related experience

An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.

Knowledge, Skills and Abilities:

Knowledge of and ability to follow college policies and procedures

Knowledge of preventive and general maintenance

Knowledge of power and hand tools

Knowledge of basic horticulture practices

Knowledge of cleaning practices, techniques, equipment and supplies

Knowledge of basic electrical and plumbing systems

Skill operating power and hand tools

Skill in presenting ideas and concepts orally and in writing

Skill in security procedures

Ability to use personal computers and software applications

Ability to use good judgment in maintaining a safe college environment

Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner

Ability to relate to a diverse population and to maintain composure when faced with difficult situations

Ability to organize, prioritize, and follow multiple tasks through to completion with an attention to detail

Ability to work independently while contributing to team environment

Ability to analyze problems, identify solutions and take appropriate action, resolve problems using independent judgment and decision-making processes

Ability to establish and maintain effective working relationships with supervisors, other department staff, students and the public

Preferred Qualifications:

Associate's degree from a regionally accredited institution of higher learning recognized by the US Department of Education

Prior experience performing building security

Work Environment: Work is generally performed during hours designed to best serve the center and requires flexibility to occasionally work outside of regular schedule. Work is performed under limited supervision in a climate-controlled environment and outdoors with exposure to the elements. Work requires exposure to potentially hazardous chemicals including, but not limited to, cleaning agents, sanitizers, and fertilizers.

Physical Requirements: Essential functions of this position require: manual dexterity, ability to communicate, lifting, kneeling, squatting, climbing, crawling, stooping, turning/twisting, balancing, reaching and handling with varying frequencies.

Heavy work: Occasional lifting and carrying objects up to 75 pounds, Frequent lifting and carrying, pushing, or pulling objects weighing up to 50 pounds; and/or continuous lifting, carrying, pushing, or pulling 10-20 pounds.

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important.

Reports to: Executive Dean of Community Engagement

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.