



POSITION DESCRIPTION

Department:	Facilities Management & Development – Customer & Business Services		
Classification Title:	Administrative Support Coordinator I		
Working Title:	Customer Service Coordinator		
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt	<input type="checkbox"/> Exempt	
Incumbent:			

PURPOSE:

Facilities Management and Development (FMD), a unit within the Administration and Finance Division (A&F), is responsible for the planning, design, construction, operations, maintenance, and repair of university facilities, grounds, and infrastructure. FMD consists of five critical and interdependent support departments, including Customer & Business Services; Environmental Health & Safety; Facilities Planning & Capital Projects; Energy, Utilities, and Sustainability; and Facilities Operations. In support of the Cal Poly mission, the FMD department is committed to sustainability, responsible stewardship of natural resources, and promoting an inclusive culture that values individual and organizational integrity, civility, equity, and diversity.

Under the general direction of the Executive Director of Customer & Business Services, the Customer Service Coordinator (CSC) provides a full scope of administrative and work control support for the campus community and the FMD organization. This position serves as a member of the Facilities Help Center team and is responsible for answering multiple phone lines, responding as the FMD Reception area, and act as the main campus Lost & Found. This position will meet with customers to hear concerns, offer trainings, and actively assist with informing, educating, and determining next steps. The Help Center team is responsible for a variety of administrative tasks to support the FMD organization. Each member of the team assumes primary responsibility for a selection of these and ensures they are provided with excellent internal and external customer service.

DUTIES AND RESPONSIBILITIES:

ESSENTIAL JOB FUNCTIONS

Daily

90%

1. Primary point of contact for questions, status inquiries, concerns, and complaints for assigned areas of responsibility. This includes, but not limited to, sharing work expectations, gathering additional information for the trades/project managers, and scheduling work.
2. Create, maintain, and update building/facility reference materials such as, but not limited to: informational flyers, presentations, FMD website, SharePoint, training manual, and spreadsheets as related to assigned areas of responsibility.
3. Contact customers regarding a challenge or area of concern with their office or department including, but are not limited to: electrical violations, abandoned furniture or inappropriate storage, potential safety or maintenance concerns.
4. Establish and maintain working relationships with Facilities business partners in assigned areas of responsibility and with Facilities personnel as needed to support those business

- partners, in particular with capital project managers, trades supervisors and managers, safety specialists, and FMD leadership.
5. Prepare, review, edit, and distribute official FMD email notifications for responsible areas.
 6. Create and update calendar invitations for laborer crew and customers and communicate with customers regarding scheduling.
 7. Manage conference room and Meeting Owl reservations to prevent double bookings.
 8. Enter labor and materials data to appropriate work order in the work management software. Follow up, update, and close out work orders as needed. Generate and review weekly audit reports of Service Requests/Work Orders to ensure accurate assignment and completion of required fields. Make corrections and communicate as needed on discrepancies. Assist with training new employees within FMD on how to use the Integrated Workplace Management System (IWMS)..
 9. Prepare data driven reports to assist with information analysis. This might include summarizing work order details, time tracking, call logs, trainings, building needs/requests that are not being addressed, and financial data.
 10. Prepare and request overtime meals and mileage reimbursement documentation for FMD staff.
 11. Act as FMD department timekeeper including reporting attendance data to include dock pay, leave of absences, and overtime. Generate spreadsheets and reports as needed.
 12. Prepare travel reimbursement and travel forms for FMD employees. Support and advise FMD staff regarding general CSU travel guidelines and travel arrangements.
 13. Reconcile and submit required paperwork for FMD credit card statements monthly. Input information to PeopleSoft Finance and download reports as needed.
 14. Assist with data input for invoice payments into the IWMS.
 15. Input purchase requisitions for FMD as requested. Reconcile required paperwork.
 16. Utilize branded FMD templates to produce temporary worksite signage. Maintain photo library for signage use.
 17. Monitor and maintain on-campus and off-campus fuel card inventory and usage. Run and prepare the necessary reports for reporting monthly gas usage to State Accounting; prepare annual reports for reporting mileage to the Chancellor's Office; and Off Highway Fuel Tax report.
 18. Maintain and organize sufficient stock of standard office supplies to meet typical business needs and order additional supplies as needed.
 19. Track and maintain inventory of temporary personal comfort devices (heaters and fans). Ensure timely and appropriate delivery and recovery of FMD owned devices. Answer general questions and advise campus community on campus policy as related to personal comfort devices (prohibited) and exceptions during outages.
 20. Act as telephone coordinator for FMD including requests for new lines or changes to existing lines, distributing telephone usage reports, and supporting university owned devices.
 21. Assist campus community members with reporting and/or retrieving lost items. Log lost claims in campus Lost & Found system. Maintain organization of Lost & Found storeroom and perform routine quarterly purges in compliance with campus and department procedures.
 22. Process service requests for both maintenance and non-maintenance work and route to the appropriate Facilities trade shops. Review service requests, questions, and forms submitted

- via the department email account(s). Respond appropriately to questions, create and assign service requests to respective FMD departments, and process forms in a timely manner.
23. Review State Fire Marshal (SFM) reports provided by EH&S and generate work orders as needed. Appropriately code work orders for priority and notify the appropriate staff, supervisors, and managers regarding urgent items. Assist EH&S with maintenance of SFM tracking database.
 24. Assess and distributes intake project requests. Generate and collect initial approval form. Create projects in the IWMS, while ensuring accurate data entry. Create project folder for Facilities Capital Planning group.
 25. Assist with scheduling process review meetings, creating agendas, updating project notes, create materials such as process flows, email templates, power point presentations, and spreadsheets as needed.
 26. Assist with researching, analyzing and preparing materials, including reports, presentations, workflows, and other special projects as assigned.
 27. Run reports to extract information from the work management application. Reports include monthly and bi-monthly financial (billing) reports for ASI, Athletics, and other auxiliary departments.
 28. Pick up pay warrants from the University Cashier's Office and distribute to the appropriate area supervisor or lead.
 29. Assist with the annual FMD summit to showcase FMD contributions to the campus. This includes, but not limited to, the coordination of speakers, reserving meeting rooms, shop tours, and attendance lists.
 30. Onboard new employees with the IWMS system specific as to how they will be using the program and/or the mobile device.
 31. Onboard and train new CSCs to share knowledge around FMD and the Help Center.

OTHER JOB FUNCTIONS

Daily

10%

1. Perform other job-related duties and special projects as assigned.
2. Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.
3. Act as back-up / cross train for other administrative tasks within the Help Center.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE: High school diploma or its equivalent. Type 45 wpm. Four years of general office support or technical experience. (Training at a vocational school or full-time college education may be substituted for two years of the required experience on the basis of one year of college education for 6 months of experience).

LICENSES, CERTIFICATES, DEGREES, CREDENTIALS: N/A

REQUIRED QUALIFICATIONS (SKAs):

- Thorough knowledge of office systems and experience to be fully functional in all technical aspects of work assignments.
- Thorough knowledge of standard office equipment (computers, copiers, faxes, phones) and proficiency with a variety of computer applications, including word-processing, spreadsheets, databases, on-line systems, Internet, as well as on-line calendaring and email.

- Thorough knowledge of English grammar, punctuation, and spelling.
- Demonstrated core knowledge and familiarity with unique qualities and needs for assigned campus departments and buildings.
- Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems
- Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
- Demonstrated customer service requiring a very high level of diplomacy and professionalism.
- Ability to schedule, organize, and coordinate meetings and events.
- Ability to respond to a broad range of inquiries relating to the different needs of the University and how FMD interacts with the University.
- Ability to compose correspondence and standard reports and effectively present the information.
- Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines and frequent interruptions.
- Ability to independently proofread reports, correspondence, and other written material.
- Demonstrated experience in providing meticulous follow-through for assignments and performing duties with accuracy and attention to detail.
- Demonstrated ability to maintain a high degree of confidentiality. Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
- Ability to independently apply and communicate a wide variety of policies and procedures where specific guidelines may not exist.
- Ability to use negotiation and persuasion skills to achieve results and expedite projects.
- Ability to learn other systems as technology and software changes and as new programs are implemented.
- Ability to perform standard business math, track financial data, and make simple projections.
- Ability to troubleshoot basic technology issues and problems.
- Working knowledge of or the ability to quickly learn University infrastructure, policies and procedures.
- Ability to train others on office/department applications and procedures and software/data systems.

PREFERRED QUALIFICATIONS:

- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Expertise in using standard office software programs with an emphasis on Word, Excel, Adobe Acrobat, and complex automated financial and facilities management database systems, such as PeopleSoft Financials and Planon, including extensive query and reporting capabilities.

SPECIAL CONDITIONS:

- Must be willing to travel and attend training programs off-site for occasional professional development.
- Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
- The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 Revised July 21, 2017 as a condition of employment.
- Must be able to successfully pass a pre-employment background/fingerprint check.
- This position classification has been defined as "Non-Exempt" and is subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

SIGNATURES:

INCUMBENT: I have read this position description and understand its contents.

INCUMBENT NAME	SIGNATURE	DATE
----------------	-----------	------

SUPERVISOR: I certify that all statements on this form are complete and accurate.

IMMEDIATE SUPERVISOR	TITLE	SIGNATURE	DATE
----------------------	-------	-----------	------

HUMAN RESOURCES USE ONLY

Employee ID#:	_____	REQUEST FOR:	CLASSIFICATION INFORMATION
Position Number:	_____	<input type="checkbox"/> Update Review for File	Classification Title: ASC I
FTE:	_____	<input type="checkbox"/> Classification Review	Class Code/Range: 1035_01
<input type="checkbox"/> Permanent		<input type="checkbox"/> New Position Recruitment	CBID: R07
<input type="checkbox"/> Temporary		<input type="checkbox"/> Replacement Recruitment	MPP Job Code:
<input type="checkbox"/> COI Position			Classifier Initials: AT
Recruitment Number:			Date: 1/18/2024