

SCHOOL DISTRICT OF SARASOTA COUNTY

JOB DESCRIPTION

SERVICE RESPONSE CLERK

SALARY SCHEDULE: SSP6

COST CENTER: 9029 - Facilities Services

QUALIFICATIONS:

- (1) High School Diploma or equivalent.
- (2) Minimum of one (1) year office experience.
- (3) Experience using Microsoft Office applications.
- (4) Experience using IWMS software such as Archibus preferred.

KNOWLEDGE, SKILLS AND ABILITIES:

Ability to meet and interact with customers in a professional and positive manner. Ability to respond to emergency situations quickly and professionally. Proficiency in the use of computers and specific software. Knowledge of basic office equipment. General working knowledge of District policies. Ability to multitask and complete duties without close supervision. Ability to work alone or as part of a team. Good oral and written communication skills. Basic mathematical skills. Good organizational and time management skills. Familiarity with maintenance policies and procedures.

REPORTS TO:

Assistant Director of Facilities Maintenance

JOB GOAL

To respond to customer work requests and ensure that all associated records are accurate and complete.

SUPERVISES:

N/A

PERFORMANCE RESPONSIBILITIES:

- * (1) Monitor the facility management system, assign and dispatch work requests in a timely fashion.
- * (2) Dispatch work requests to craftspeople and contractors.
- * (3) Enter new work requests as needed.
- * (4) Respond to emergency calls by recording, dispatching and communicating information to appropriate parties in a timely fashion.
- * (5) Assist in ordering and receiving needed parts and supplies.
- * (6) Operate a variety of office equipment, including computer.
- * (7) Receive deliveries.
- * (8) Maintain office records and files.
- * (9) Process communications, including telephone calls, faxes and mail.
- * (10) Communicate effectively with public, students, coworkers and administration.
- * (11) Respond to inquiries and concerns in a timely manner.
- * (12) Keep supervisor informed of potential problems or unusual events.

SERVICE RESPONSE CLERK (Continued)

- * (13) Demonstrate initiative in the performance of assigned responsibilities.
- * (14) Model and maintain high ethical standards.
- * (15) Follow attendance, punctuality and proper dress rules.
- * (16) Maintain confidentiality regarding school matters.
- * (17) Maintain positive relationships with customers and fellow staff.
- * (18) Participate in workshops and training sessions as required.
- * (19) Perform data entry as necessary or assigned.
- * (20) Prepare all required reports and maintain all appropriate records.
- * (21) Follow all School Board policies, rules and regulations.
- * (22) Exhibit the interpersonal skills necessary as an effective team member.
- * (23) Demonstrate support for the School District and its goals and priorities.
- * (24) Sustained focus and attention to detail for extended periods of time.
- (25) Perform other incidental tasks consistent with the goals and objectives of this position.
- * (26) Every Sarasota County Schools employee has emergency response responsibilities, though not every position will require routine assignments during an emergency event. All employees are subject to be on call around the clock for emergency response operations, which may require irregular work hours, work at locations other than the normal work location, and may include duties other than those specified in the employee's official job description. Assignments in support of emergency operations may be extensive in nature, with little advance notice, and may require employees to relocate to emergency sites with physically and operationally challenging conditions.

PHYSICAL REQUIREMENTS:

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan.
Length of the work year and hours of employment shall be those established by the District.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Job Description Supplement No. 05

*Essential Performance Responsibilities