



City of Phoenix

FACILITIES SERVICE COORDINATOR

JOB CODE 80150

Effective Date: Rev. 08/06

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to supervise the activities of the work order control, planned/preventive maintenance, and inventory control/warehouse programs of the Phoenix Convention Center or a public service counter at a Customer Service Center (mini-city hall). Depending on the assignment, this classification acts as the primary interface between sections within a department or work groups between departments. Supervision is exercised over warehouse staff and others assigned to the Work Control Unit or clerical staff engaged in service counter duties. Work is performed with considerable independence within the framework of general city and department policies. The incumbent reports to a department manager and work is evaluated through conferences, reports, and observation of results achieved.

ESSENTIAL FUNCTIONS:

- Develops and maintains a functional computerized work order control system;
- Tracks all time and materials on a daily basis from all Facility Operations sections;
- Reviews all incoming work order requests for accuracy, investigates scope, and formats into program;
- Estimates time and materials on work requests and inputs into system;
- Conducts periodic inspections of facilities to review work in progress;
- Develops and maintains an automated preventive maintenance program;
- Modifies preventive maintenance actions based on changes in equipment or needs;
- Oversees section's warehouse operation, including development and tracking of section inventories;
- Serves as contract coordinator for elevator/escalator maintenance and repair and for maintenance of fire alarm systems;
- Serves as the customer service center supervisor;
- Coordinates and resolves customer service center issues and problems with appropriate Parks and Recreation and Public Works departments staff;
- Interacts with various departments to resolve issues related to processing payments for various City services;
- Assists customers in use of the phoenix.gov Internet site to access various City services and information;



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- Handles the more complex and technical problems and customer inquiries in the work unit;
- Completes various activity reports or other special projects;
- Maintains regular and reliable attendance;
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity;
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Building, electrical, and HVAC maintenance, repair, and construction methods and requirements.
- Estimating practices and current labor and material cost.
- Principles and practices of personnel management and supervision.
- Principles and practices of budget preparation and administration.
- Computerized work control systems.
- Computerized payment processing systems.
- Cash handling and balancing procedures.

Ability to:

- Read and interpret plans and specifications.
- Prepare sketches of proposed work.
- Perform a broad range of supervisory responsibilities over others.
- Produce written documents in the English language with clearly-organized thoughts using proper sentence construction, punctuation, and grammar.
- Make decisions in accordance with the rules, regulations, and ordinances governing the organizational unit to which assigned.
- Communicate orally with co-workers, customers, clients, or the public in a face-to-face, one-to-one setting or using a telephone.
- Work cooperatively with other City employees, various levels of management, and the public, often in stressful situations.
- Work safely without presenting a direct threat to self or others.
- Enter data or information into a terminal, PC, or other keyboard device.
- Comprehend and make inferences from written material.
- Learn job-related material through oral instruction, structured lectures, readings, and observation in an on-the-job or classroom setting.
- Review or check the work products of others to ensure conformance to standards.



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Additional Requirements:

- This position requires the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee does not have personal insurance coverage.
- This position will require the performance of other essential or marginal functions.

ACCEPTABLE EXPERIENCE AND TRAINING:

Two years of experience supervising a public service counter or journey level employees in at least one of the construction trades and supervision of an automated computer management system, plus a bachelor's degree in public or business administration or a related field. Other combinations of experience and education which meet the minimum requirements may be substituted.