JOB DESCRIPTION

TITLE

Work Control Clerk – HOU

JOB SUMMARY

Serves as the Customer Service Representative for Facilities Management and Construction. Accomplishes duties relating to the receipt, interpretation, and dissemination of Facilities Management and Construction service request from various customers. Performs basic clerical and manual work relating to the shipment, receipt, and delivery of University property and materials; and inventory of property. Performs purchasing duties involving interpretation of specifications, or assisting in the procurement of commodities and equipment. Performs all aspects of purchasing, as well as limited coordinator duties with supervisor. Works under general supervision and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Manager, Facilities Operations - HOU

Supervises: No supervisory responsibilities

ESSENTIAL DUTIES - May include, but not limited to the following:

- Receives all department calls and routes as appropriate.
- Interprets Facilities Management and Construction requests received via Internet, hand delivered, or telephoned into the Customer Service Department.
- Answers FMC service requests in a positive problem solving manner always exhibiting patience and delivering knowledgeable information to satisfy customer complaints while ensuring proper support for all work requests including emergencies.
- Responsible for entering data related to and running preventive maintenance program and other reports using the computer software.
- Receives and signs for incoming shipments; checking the bill of lading against the packing list.
• Verifies or tracks identifying numbers through the use of a basic mainframe computer program.
• Tags property for identification.
• Reports damaged items or shortages to the supervisor.
• Prepares materials and related records for United Parcel Service shipment.
• Prepares purchase orders and assigns account numbers.
• Maintains copies of all purchase orders, bids, invoices and other purchasing related records.
• Makes sure purchasing rules and regulations are followed by vendors and employees.
• Orders parts/supplies and makes sure that delivery/pickup efforts are coordinated.

ADDITIONAL DUTIES

• Responsible for performing clerical duties as assigned, including the production of general correspondence or other needs as defined by supervisors.
• Assists in conducting physical inventory of property.
• Observes prescribed work and safety rules and maintains a clean work environment.
• Performs other duties as requested.

EDUCATION

High school diploma or equivalent required.

EXPERIENCE

Three years of general office clerical experience and a working knowledge of computers, applications software, and bookkeeping practices. Experience with state agency and Purchasing preferred.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

• Knowledge of office practices and methods.
• Ability to make rapid and accurate calculations.
• Ability to handle details independently and/or organize work efficiently.
• Ability to consistently demonstrate professional telephone and office etiquette.
• Ability to present a positive Facilities Management and Construction image.
• Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
• Knowledge of simple bookkeeping and record keeping methods and the ability to complete records and inventory reports.
• Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
• Ability to communicate effectively - orally, by phone, in person, and in writing.
• Ability to respond to emergency situations in a timely manner.
• Ability to use a personal computer and other office equipment, including university software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.
Employee Printed Name: __________________________

Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran’s status, or against qualified disabled persons.

All positions at Texas Woman’s University are deemed security sensitive requiring background checks.