Operations Service Assistant Position Description

Title: Operations Service Assistant

Reports to: Manager of Facilities Service Operations

Employment Dates: July 24, 2017 to May 25, 2018

Minimum Qualifications:

- Obtained a bachelor’s degree from an accredited college or university (or be in the 5th year towards obtaining a bachelor’s degree from an accredited college or university).
- The ability to relate positively and with appropriate boundaries to traditional college-age students.
- Excellent administrative, organizational, time management and communication skills.
- Demonstrated ability to work and communicate effectively with a diverse population of students, faculty, and staff.
- The ability to work independently and in a group setting.
- Proficiency in Mac and/or PC platforms and Microsoft Office suite
- Recognize the Operations Service Assistant position as your primary non-academic responsibility.
- Scheduling of staff meetings, administrative responsibilities, supervision, and all other duties take precedence over all other non-academic commitments.
- Be able to perform physical requirements as outlined below:
  - Typically standing and/or walking
  - Requires repeated reaching by extending hand(s) and/or arm(s) in any direction
  - Climbing ladders
  - Intermittently sitting, standing, stooping
  - Typically crawling and/or kneeling
  - Typically pushing and/or pulling
  - Lifting up to 25 lbs
  - Using equipment requiring high dexterity
  - Regular exposure to moving machinery and/or vehicles.
  - Works on slippery or uneven surfaces.

Preferred Qualifications:

- Experience with emergency response and decision making.
- Future interest in working in facilities management as a vocation.
- Ability to think broadly while maintaining attention to details and resources.
- AutoCAD experience and proficiency
- Photoshop experience and proficiency

Position Specifics:

The Operations Service Assistant is a paraprofessional, part-time, 10-month live-in member of the Facilities Department and reports to the Manager of Facilities Service Operations. The Operations Service Assistant will provide primary support to the functional areas of Life Safety inspections, furniture, and Maximo. While the Manager of Facilities Service Operations is responsible for the overall supervision and daily operations of these areas, the Operations Service Assistant works closely to support short and long-term administrative functions, coordinate inspections, investigations, and follow-ups, and complete other tasks as assigned. The Operations Service Assistant also works closely with the Resident Facility Assistants (RFAs) assigned to help with Life Safety Inspections. Evening and weekend commitments are required.
Compensation Package:
- Furnished apartment, which includes building specific paid utilities during the fall and spring semesters (may or may not include a full kitchen or common/lounge area furniture). This position does not provide tuition remission or pay for any courses.
- Hourly wages of $12.50/hour (working no more than 20 hours per week during employment contract period)

Operations Assistant Position Responsibilities

The Facilities Department provides direct services to students, families, faculty/staff, and all other members of the University of Hartford community. The Operations Service Assistant is a key member of the Facilities Department staff. As an employee of the Facilities Department, it is the Operation Service Assistant’s responsibility under the direction of the Manager of Facilities Service Operations to assist with the management, support, and coordination of the day-to-day operations of functions of Life Safety inspections, furniture, and Maximo.

The Operations Service Assistant position is a 10 month academic year appointment that will begin at 8:30 am on July 24, 2017 and will end at 4:30 pm on May 25, 2018. The Operations Service Assistant is expected to assign priority to the duties of this position over all other non-academic activities unless otherwise specified. Continued employment is not guaranteed and the Operations Service Assistant will be appointed on a year-to-year basis.

Listed below is an outline of responsibilities:
- Assist with overseeing monthly Life Safety inspections in all academic and auxiliary buildings.
- Assist with inspections of furniture throughout residence halls.
- Record completion of monthly Life Safety inspections in Maximo.
- Provide service with assisting trades with minor Maximo issues.
- Develop, plan, and implement improvements to the Life Safety inspection process/manual.
- Assist with Facilities operations when the University is closed for weather related reasons and/or holidays.
- Participate in a rotating ‘on watch’ schedule to serve as an additional resource for RFAs on duty and for special events occurring during off-hours.
- Maintain 20 office/inspection/project hours a week (exact hours are determined by supervisor and Operations Assistant).
- Support the mission, vision, and goals of the Facilities Department.
- Participate in a mid-year and end of the year performance appraisal. Meet with the Manager of Facilities Service Operations to evaluate strengths and areas for improvement.
- Assume other duties, responsibilities, and special projects as assigned by the Facilities Department.
- Provide quality customer service and address issues in a timely manner.