

# Classification Specification: Operation Services Coordinator

Classification Number: 53803  
Effective Date: June 2018

Pay Grade:  
Current Exemption Status: Nonexempt

## Position Summary

Provides administrative support and technical support to directors, technicians and other department staff to meet department goals and tasks. Coordinates the duties of clerical, administrative support, database entry and inventory management in order to optimize workflow procedures for department and/or business unit. Assists and communicates with colleagues within the department and/or business unit by supporting them with planning, writing communicative reports and distributing information. Serves as a lead worker over students and other staff.

## Essential/Primary Duties

- Receives and dispatches work orders for the operation of a department and/or business unit. Oversees and maintains accurate data entry of work orders, parts, equipment, successful completion of jobs, vendor information (e.g. name, cost, selected vendor) into the work order system.
- Oversees database of equipment for the life of the equipment. Maintains asset management of equipment and manages equipment numbering system, including data entry into the work order system.
- Updates work order program with current contact information of employees, customers, and suppliers. Updates program with current equipment information such as location, model number and serial number.
- Creates, prepares and distributes work order program reports, along with cross checking to insure work order reports are accurate.
- Oversees and maintains equipment inventory for the department and/or business unit. Performs physical inventory of equipment and updates database as necessary. Utilizes the work order system to manage department's inventory of parts and equipment. Creates reports within the work order program showing current inventory of equipment and parts on hand. Organizes parts in tools area, along with the equipment area in a professional and inventorial manner.
- Responsible for asset disposal and management. Organizes and manages "Gov.deals" program and get the equipment and wares inventory to only wanted equipment.
- Processes requests for replacement parts and equipment by researching, evaluating, and implementing the best value parts vendor and insuring competitive bidding. Places orders and receives parts so they can be installed to get equipment running. Oversees and maintains equipment warranties and service history.
- Coordinates service and maintenance of telecommunication equipment for department and/or business unit (e.g. copier, shared "R" drive, phone equipment, including wire maintenance, computer replacement, LCD/audio and visual screens etc).
- Serves as a lead worker over students and other staff.
- Acts as a liaison with other departments on campus.

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## Experience and Education

### Experience

- Six months to one year related experience.

### Education

- High school diploma or GED required

## Physical Requirements

Office or other indoor work: with minimal physical demands such as occasionally lifting/moving materials less than 25 pounds.

## Working Conditions

Work is generally performed in a well lit, temperature-controlled indoor environment with occasional exposure to the outdoors and/or any number of elements.

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## Essential Competencies

- Knowledge of basic mathematical skills
- Knowledge of basic reading skills
- Ability to carry out verbal and/or written instructions
- Ability to effectively communicate, verbally and written
- Detailed-oriented and highly accurate
- Ability to work in changing environment
- Ability to work effectively in a team environment
- Ability to interact effectively with students, faculty and/or staff or the public and represent BGSU appropriately
- Ability to coordinate or lead others in accomplishing work activities
- Knowledge of computer skills, such as MS Office, presentations, spreadsheets and/or database entry/query
- Ability to query, run reports and modify data in financial systems
- Ability to access and maintain document imaging systems, including scanning and filing documents
- Ability to operate computers and peripheral equipment such as printers
- Ability to draft office correspondence

## Supervisory Responsibility

### Full-Time

None

### Part-Time

None

## Providing Direction

### Full-Time

None

### Part-Time

Temporary Workers

## Responsibility for Student Workers

Provides work direction and may select, hire, schedule and provide formal feedback.