

# Classification Specification: Operation Services Representative

Classification Number: 53801  
Effective Date: April 4, 2014

Pay Grade:  
Current Exemption Status: Nonexempt

## Position Summary

Receives and dispatches work orders in the system. Receives and distributes key orders. Maintains records in help desk database. Assists in resolving issues with vendors, contractors, staff, students and parents.

## Essential/Primary Duties

- Receives and dispatches work orders.
- Receives and dispatches key orders.
- Provides work direction and trains temporary employees. May supervise student employees.
- Maintains records of key inventory. Approves purchase orders. Prepares reports and other communications.
- Communicates with contractors.
- Provides customer service.

## Experience and Education

### Experience

- No previous related experience required

### 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.