General Description

Organizes, prioritizes, supervises and manages all functions of the Customer Service Center, such as the work reception, planning, estimating, and the service contract administration.

Examples of Duties

- Manages all service requests; assigns duties and examines work orders for their accuracy and completeness.
- Prepares reports for service performance measurements and trade analysis.
- Manages the vehicle fleet for Facilities Management Services, such as the assignment, condition assessment, submission of replacement requests to the Georgia Department of Administrative Services (DOAS), the repair contracting, and new vehicle recommendations.
- Reviews the vehicle records for their accuracy of information; prepares reports and makes recommendations to the Assistant Vice President and Director.
- Generates reports from the Facilities Management (FM) system, using the results to assist in developing long range capital outlay and annual maintenance budget plans.
- Answers service calls and directs calls to maintenance and custodial personnel.
- Enters service calls into the FM system; closes work orders in the FM system after the completion of service; keeps track of customer satisfaction; enters labor hours and service description into the FM system to generate reports for all service requests.
- Manages and coordinates move requests; serves as liaison between the customers and the moving crew to ensure that the moves are scheduled in a timely manner and completed to the satisfaction of the customer.
- Supervises employees, such as conducting performance appraisals, addressing personnel issues, planning schedules to cover the operating hours, overseeing the fitting, ordering, exchange and return of the uniforms; trains employees.
- Resolves customer complaints and performs other duties as assigned.

Knowledge, Skills and Abilities

- Knowledge of building codes and Construction Specifications Institute (CSI) standards.
- Knowledge of working with construction, maintenance, HVAC or trades.
- Ability to supervise and direct the work of others.
- Ability to maintain logs and records for estimated and accomplished work.
- Ability to communicate effectively verbally and in writing.
- Ability to analyze data.

Minimum GSU Hiring Standards

Bachelor’s degree and one year supervisory experience in construction, maintenance, HVAC, or repair trades; or high school diploma or GED and five years supervisory experience in construction, maintenance, HVAC or repair trades; or a combination of education and related experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.