

Service Center Operator
Embry-Riddle Aeronautical University

Direct Link: <https://www.AcademicKeys.com/r?job=131249>

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Posted Oct. 10, 2019, set to expire Feb. 9, 2020

Job Title Service Center Operator

Department

Institution Embry-Riddle Aeronautical University
Daytona Beach, Florida

Date Posted Oct. 10, 2019

Application Open until filled

Deadline

Position Start Available immediately

Date

Job Categories Classified Staff

Academic Field(s) Facilities/Maintenance/Transportation

Apply Online Here <https://embryriddle.taleo.net/careersection/002/jobdetail.ftl?job=190627>

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Job Description

Embry-Riddle Aeronautical University is seeking a Service Center Operator for the Facilities Management Administration department at the Daytona Beach campus. The Service Center Operator serves as the front line for Facilities Management. All requests for assistance from staff, faculty, and students come through this position.

Job duties include the following:

Responsible for all Service Requests directed to Facilities Management via multiple modes – to include the screening and documenting of all incoming service calls, e-mail requests, web forms, and service staff requests for service.

Issue service orders and dispatch service personnel via two-way radio, iPad and telephone.

Oversee Vehicle Loaner program, to include reservations, verifying driver approval status and return policy is adhered to.

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Responsible for the KeyTrak system.

Coordinate with outside maintenance contractors to provide needed services such as elevator repair, pest control services, etc.

Responsible for hiring, training and managing two student assistants in the Service Center.

Primary contact person for all outside calls for Facilities Management business and screening all visitors to the Facilities Management Department.

Mail processing, general clerical work, and other duties as assigned.

Qualifications

Required Qualifications:

High School (or GED) level ability in spelling, grammar, basic composition, and math.

3-5 years of work related experience.

Analytical skills with an in depth knowledge of information systems and technical expertise with Microsoft operating systems, Access, Excel, PowerPoint, Word, Outlook/email, and Internet end-user applications.

Prior experience with Customer Service related tasks via phone and in-person required.

Preferred Qualifications:

Prior experience with IWMS, CMMS, or similar software.

Working knowledge or experience in trades-related fields such as HVAC, electrical, plumbing, building components, etc. is desired in order to better understand the nature of the requests, the ability to ascertain appropriate services and response times needed, and appropriate trades technicians to be dispatched.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact