

Customer Service Representative (4722C), Facilities
Services - 73152
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=245956>

Downloaded On: Sep. 27, 2024 3:18pm

Posted Sep. 27, 2024, set to expire Jan. 24, 2025

Job Title	Customer Service Representative (4722C), Facilities Services - 73152
Department	
Institution	University of California, Berkeley Berkeley, California
Date Posted	Sep. 27, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Facilities/Maintenance/Transportation Administrative Support/Services
Apply Online Here	https://apptrkr.com/5674954

Apply By Email

Job Description

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About Berkeley

At the University of California, Berkeley, we are committed to creating a community that fosters equity of experience and opportunity, and ensures that students, faculty, and staff of all backgrounds feel safe, welcome and included. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.



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The University of California, Berkeley, is one of the world's leading institutions of higher education, distinguished by its combination of internationally recognized academic and research excellence; the transformative opportunity it provides to a large and diverse student body; its public mission and commitment to equity and social justice; and its roots in the California experience, animated by such values as innovation, questioning the status quo, and respect for the environment and nature. Since its founding in 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world.

We are looking for equity-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. When you join the team at Berkeley, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, staff, students and community partners. In deciding whether to apply for a position at Berkeley, you are strongly encouraged to consider whether your values align with our [Guiding Values and Principles](#), our [Principles of Community](#), and our [Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. To find out more about how you can grow your career at UC Berkeley, visit grow.berkeley.edu.

Departmental Overview

Facilities Services, a department within Facilities Services, is responsible for the maintenance of the campus buildings that total approximately 9.2 million square feet of state-funded space plus approximately 4 million square feet of auxiliary services space. To maintain a campus that is conducive to excellence in learning, research, and public safety, Facilities Services staff provides a full range of services, including custodial and grounds support, building maintenance, pest management, recycling and refuse collection, and management of utility infrastructure. Facilities Services also manages the purchase and operation of energy resources and provides specialized engineering and technical services. Additionally, Facilities Services has a support service group which consists of Accounting, Customer Care, Fleet Services, Procurement - Contracts and Storehouse, and the Call and Business Center. The Call and Business Center is the central contact point for campus maintenance requests.

Application Review Date

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The First Review Date for this job is: October 9, 2024

Responsibilities

- Receive calls from internal/external clients, assess priorities, advance requests, process work orders, handle client complaints, run status reports, process night log and work on call log, process web requests, process UCPD lock requests, coordinate with grounds for outdoor facility requests, receive work and support requests from crafts, and receive auto dialer alarm calls.
- Coordinate with leads for communication of work status information back to clients.
- Coordinate with departments for special event requests.
- Process shutdown requests from crafts, project managers, building personnel, external utility providers, and the city of Berkeley; coordinate with crafts and buildings on verifications, approvals, and confirmations of scope, time, & dates.
- Run reports and process data from reports for craft shops including: Labor distribution reports, work discrepancy report, work load report, and assist tag reports.
- Process reports from accounting, for work orders in recharge status without account numbers, or work orders within a MOP status with an account number.
- Work order creation, including knowing the right status, formatting, and how to apply the recharge policy.
- Work order completion including entering critical information about crafts' response and knowing complete statuses.
- Additional duties as assigned by the Supervisor.

Required Qualifications

- Effective written communication skills to prepare a variety of correspondence, reports, policies and procedures, and training documents.
- Active listening, interpersonal communication, and problem-solving skills to effectively resolve questions, concerns, issues or problems and ensure cooperative and productive professional working relationships, with a diverse workforce in a complex organizational structure.
- Must be proficient with Microsoft Office applications
- Ability to learn computerized Maintenance Management System (IBM) software.
- Payroll timekeeping software (Kronos) comparable.
- Working knowledge of practices and procedures relating to facility maintenance.
- Working knowledge of practices and procedures of safety and emergency preparedness.
- Ability to understand the University's recharge policy.
- Ability to function under fluctuating workloads, with frequent distractions and interruptions, and

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complete heavy workloads with established timeframe.

- Able to work under pressure of deadlines in a stressful environment.
- Organizational skills to work on multiple tasks with competing deadlines, to establish goals and work load priorities, and to meet deadlines.
- Able to work both independently and as part of a team.
- Proficiency in typing and proofreading; both keyboard and 10-key.
- Ability to work with reports and spreadsheets.

Education/Training:

- High school diploma or equivalent experience.

Salary & Benefits

For information on the comprehensive benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience.

- The budgeted salary or hourly range that the University reasonably expects to pay for this position is \$29.63 - \$34.74, Step 1.0 - 8.0.
- This is a non-exempt, bi-weekly paid position.
- This is a full-time, Career position.
- This position is governed by the terms and conditions in the agreement for the Clerical & Allied Services Unit (CX) between the University of California and Teamsters Local 2010. The current bargaining agreement manual can be found at:
<http://ucnet.universityofcalifornia.edu/labor/bargaining-units/cx/index.html>



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How to Apply

To apply, please submit your resume and cover letter.

Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

Mandated Reporter

This position has been identified as a Mandated Reporter required to report the observed or suspected abuse or neglect of children, dependent adults, or elders to designated law enforcement or social service agencies. We reserve the right to make employment contingent upon completion of signed statements acknowledging the responsibilities of a Mandated Reporter.

Other Information

This position is not eligible for visa sponsorship.

Equal Employment Opportunity

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant, please see the [U.S. Equal Employment Opportunity Commission](#) poster.

The [University of California's Affirmative action policy](#).

The [University of California's Anti-Discrimination policy](#).



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To apply, visit

https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS_CG_S

jeid-b2f963e9d074614d8b2666edab0f594e

Contact Information

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

Contact

N/A

University of California, Berkeley

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