

Administrative Assistant, Work Order Center (4722C)  
74224  
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=248631>

Downloaded On: Nov. 21, 2024 5:30am

Posted Nov. 11, 2024, set to expire Mar. 9, 2025

<b>Job Title</b>	Administrative Assistant, Work Order Center (4722C) 74224
<b>Department</b>	Residential and Student Services Programs
<b>Institution</b>	University of California, Berkeley Berkeley, California
<b>Date Posted</b>	Nov. 11, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Facilities/Maintenance/Transportation Administrative Support/Services
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**Job Description**

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**Administrative Assistant, Work Order Center (4722C) 74224**

**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](http://grow.berkeley.edu).

### **Departmental Overview**

Residential and Student Services Programs (RSSP) is part of the Division of Student Affairs under the direction of an Associate Vice Chancellor. RSSP provides and manages student housing, custodial and maintenance services, security/safety, capital renewal projects, residential education programs, self-operated dining services, campus ID card as well as early childhood education services for students, faculty, and staff. RSSP also conducts a summer conference and year-round catering/events business and manages faculty apartments.

RSSP's annual revenue exceeds \$160,000,000, with \$100,000,000 operating budget, and the department employs over 2500 career, limited, contract and student employees creating a culture of care for students, guests, customers and stakeholders.

### **Application Review Date**

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The First Review Date for this job is November 22, 2024

## Responsibilities

### Work Order Coordination

- Serves as main customer contact for the work order center: accurately collect, verify, input, and provide timely communication for work order requests and status (phone, online, email, etc.), post-work summaries, and job notes; evaluate, assess, and assign service level and type (single trade, multi-trade, and project) to staff.
- Coordinates with staff to ensure accuracy, timely dispatch and closure on work orders generated for all project, multi-trades and vendor activities.
- Organize and schedule maintenance and projects with staff and others (e.g. residents, managers, front desks, etc.) to provide timely information regarding performance of work by in-house staff and vendors.
- Notes and investigates software problems and refers them to supervisor.

### Administration

- Create, proofread, edit, update, and ensure timely distribution of: various documents, correspondence, operational calendar, manuals (e.g. administrative desk manual), etc. Ensure above materials are in proper business formats, accurate, grammatically correct, and handled confidentially, as required.
- Prepare, maintain, track, process, reconcile and correct errors in a timely manner for: travel and entertainment requests and reimbursement, recharges to other campus entities, transaction documents, financial reports (as requested), invoices, spreadsheets, etc. following appropriate University/departmental guidelines. Make low- value purchases for office supplies and related items. Follow up and resolve any problems related to the above.
- As directed by manager, assign work and provide oversight/guidance for student staff. Acts as cross functional back-up for other Work Order Center staff as assigned. Provides administrative support to Work Order Center supervisor and management staff as required or requested.

### Training

- Instructs all levels of staff in the use and reporting functions of work order systems including MobileTMA GO, and iSD website.
- Trains student staff on basic office functions, filing systems and daily tasks.

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### Committees and Projects

- Represent the department on various committees and project teams. Maintain and enhance professional skills and expertise (technical and personal).

### Required Qualifications

- Two years minimum of professional administrative, project, and fiscal experience in a professional office environment. (Preferably in a college and/or university setting).
- Intermediate knowledge of PC based software (MS Office-Word, Excel, PowerPoint, Visio). Must demonstrate ability to learn University systems. Demonstrated skill to create presentations and appropriate business documents using said software.
- Must know how to research, produce reports, organize and communicate information clearly and effectively.
- Must demonstrate knowledge of proper business formats and ability to prepare professional documents. Demonstrated writing skill. Use of correct grammar, spelling, and punctuation to compose and edit documents effectively. Excellent proofreading skills to review personal work as well as work of others.
- Knowledge and experience coordinating, troubleshooting and responding to customer service requests. Excellent interpersonal, organizational, and strong customer service skills.
- The detail orientation, initiative and ability to organize and maintain records. Ability to manage numerous details simultaneously.
- Ability to make decisions rapidly and remain composed while interacting effectively with others.
- Effective oral (in person and/or by telephone) and strong written communication skills. Must be able to listen as well as to provide information succinctly, clearly, accurately.
- Skill to establish priorities, follow plans and complete goals/objectives.
- Skill to contribute as a team player in a respectful and professional environment. Ability to demonstrate and encourage the values of collegiality, and respect among supervisors and peers.
- Ability to exercise integrity and discretion in all matters and to protect confidential information as dictated by assignment or policy.
- Ability to directly resolve problems through informal consultations and discussions at the lowest level possible.
- Ability to understand, interpret, and apply University rules, regulations, and policies.
- Ability to make independent decisions in solving issues while adhering to the University of California and Berkeley campus policies.
- High school diploma and/or equivalent experience/training

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### Preferred Qualifications

- Work experience in a customer service center, IT help desk, database management or maintenance dispatch.
- Intermediate-level competency in WebTMA Work Order System and/or comparable system(s).
- Knowledge of commercial food service equipment, troubleshooting, repair.
- Understanding of building systems, maintenance practices, methods, procedures, roles, equipment, tools, materials, sources for obtaining specialized materials and services, time required to perform work, and proper sequencing of the required steps in structuring and completing maintenance work / projects.
- Knowledge of RSSP, Student Affairs, Campus, and UCOP Human Resources policy and procedures. Basic understanding or knowledge of the University environment, its mission, and operational needs, and/or comparable institutional knowledge.
- Higher education experience strongly preferred

### Salary & Benefits

This is a full-time, career position.

This position is eligible for the full range of UC 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 hourly range that the University reasonably expects to pay for this position is \$33.96 - \$34.74 (stepped rates).

### How to Apply



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To apply, please submit your resume and cover letter.

### **Other Information**

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>

### **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.

### **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](https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS_CG_S)

### 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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