

Operations Work Order Planner and Scheduler, Campus
Operations
University at Buffalo, The State University of New York

Direct Link: <https://www.AcademicKeys.com/r?job=250973>

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Posted Dec. 30, 2024, set to expire Aug. 4, 2025

Job Title	Operations Work Order Planner and Scheduler, Campus Operations
Department	Campus Operations
Institution	University at Buffalo, The State University of New York Buffalo, New York
Date Posted	Dec. 30, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Facilities/Maintenance/Transportation
Job Website	https://www.ubjobs.buffalo.edu/postings/54942
Apply By Email	
Job Description	

Position Summary

University [Facilities Operations](#) seeks a **Work Order Planner/Scheduler** to serve as the center from which all operations maintenance activity is coordinated. Maintenance activities are in the form of preventative, routine, immediate response, discretionary (billable / non billable), etc. work orders across skilled trades such as electrical, carpentry, plumbing, HVAC, etc. as well as custodial and grounds support for all three UB campuses.

The responsibilities of this senior level role include but are not limited to:

- In coordination with trade supervisors, schedule preventive and regular maintenance as

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effectively and efficiently as possible.

- Oversee the work order backlog for all shops. Develop, monitor, and report on KPIs to departmental leadership.
- Serve as the point of contact between the skilled trades, customer service and other departments in determining the timing for execution of work. This includes reviewing work order requests for accuracy / clarity and identifying the order of operations for a work order requiring the response of multiple trades.
- Manage the work order system and support staff in utilizing the system; identify and facilitate improvements in the use of the system; and utilize reporting and analysis tools to leverage the system's functionality.
- This position plays a key role in the implementation, enhancement, and ongoing functional support of the work order system, including working with technical support (UBIT) on system design, configuration, and testing.
- Perform complex assignments and specialized tasks; develop and provides training to users; and ensure all work order procedures are developed, understood, and followed consistently.
- Duties and responsibilities are conducted with considerable independence within the framework of established policies and procedures. The role involves accountability to goals and decision-making responsibilities.

This position requires an individual with strong organizational, analytical, technical and leadership skills; problem-solving and trouble-shooting skills, independent judgement skills, inter-personal and people management skills. The incumbent must possess the ability and skills to influence, effectively provide direction, lead and work in a diverse team environment and communicate in non-technical terms to non-technical individuals.

Outstanding Benefits Package

Working at UB comes with benefits that exceed salary alone. There are personal rewards including comprehensive health and retirement plan options. We also focus on creating and sustaining a healthy mix of work, personal and academic pursuit – all in an effort to support your work-life effectiveness. Visit our benefits website to learn about our [benefit packages](#).

About The University at Buffalo

The University at Buffalo (UB) is one of America's leading public research universities and a flagship of the State University of New York system, recognized for our excellence and our impact. UB is a premier, research-intensive public university dedicated to academic excellence. Our research, creative

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activity and people positively impact the world. Like the city we call home, UB is distinguished by a culture of resilient optimism, resourceful thinking and pragmatic dreaming that enables us to reach others every day. Visit our website to learn more about the [University at Buffalo](#).

University at Buffalo is an affirmative action/equal opportunity employer and, in keeping with our commitment, welcomes all to apply including veterans and individuals with disabilities.

Minimum Qualifications

- Bachelor's degree with 3 years of experience in utilizing work management processes to plan and schedule large volumes of work. Equivalent combination of education and experience may be substituted for the degree.
- Experience in skilled trades with an understanding of building system operations (e.g. electrical, HVAC, building envelope, etc.).
- Demonstrated experience creating, analyzing, and managing key performance indicators.
- Ability to identify and prioritize multiple projects and perform work with a constant awareness of improving processes.
- Able to interact effectively with technical and professional contacts, as well as hourly workforce.
- Computer skills with knowledge of work order systems and office products such as, Word, Excel, and Outlook.
- The incumbent must possess the ability and skills to influence, effectively provide direction, lead and work in a diverse team environment and communicate in non-technical terms to non-technical individuals.

Contact Information

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

Contact