

Operations Control Associate Tufts University

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Posted Oct. 2, 2025, set to expire Feb. 14, 2026

Job Title	Operations Control Associate
Department	Operations Division
Institution	Tufts University Medford, Massachusetts
Date Posted	Oct. 2, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Facilities/Maintenance/Transportation
Job Website	https://jobs.tufts.edu/jobs/22402?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

Overview

The Operations Control Center Associate ensures that all incoming facilities work requests from students, faculty, staff and other members of the Tufts Community into the Operations Division (Facilities, Events, Emergencies, etc.) are properly interpreted and triaged for both emergency and proper assignment purposes. Ensure the integrity, accuracy and completeness of Facilities repair and maintenance work order data, files, front-end communications and information flows.

What You'll Do

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- Responsible for receiving, prioritizing and processing work requests in Maximo – Facilities Work Management system.
- Ability to be trained in and ultimately read and interpret proprietary building automation system dashboards (e.g. Johnson Controls), respond to equipment sensors and alarms that send data and readings to a dashboard when out of tolerance and create necessary work-orders in response to a variety of circumstances.
- Read / interpret diagnostic building automation screens.
- Have an understanding of basic mechanical, electrical and plumbing equipment and systems and understand basic actions that can be taken to regulate such equipment in accordance with manufacturer guidelines.
- Act as the communications center and dispatch for trades and professional staff.
- Clarifies service needs with customers through effective and professional verbal and written interactions.
- Secures necessary approvals for charges associated with billable work (versus baseline maintenance work).
- Handles requests from outside contractors in gaining access to areas throughout campus, giving them contractor keys, keeping records of who has what and making sure they are returned in a timely manner.
- Applies business rules and possesses subject matter understanding of Tufts facilities, systems and assignment rules and data standards such that incoming work is classified in accordance with work type, system, asset and other work management classifications.
- Understands equipment safety protocols and ensures such protocols are log in university systems. Understands and coordinates necessary facilities field resources to administer proper safety protocols in accordance with university policy.
- The ability to apply discretion and problem solving skills to an infinite variety of impromptu requests that range from complex to simple as well as emergency (high pressure) and non-emergency circumstances.
- Capable of reading plans, interpreting alarms, assign work to different disciplines and interpret often times complex rules to channel work to the appropriate resources.
- Ability to identify patterns, groupings and other work proclivities such that continuous process improvement opportunities are identified.
- Controls inventories assigned to Facilities Management; receives and catalogs incoming materials.

What We're Looking For

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Basic Requirements:

- Knowledge and skills as typically acquired through completion of an associate's degree in a related field with 5+ years of experience
- Knowledge and experience typically acquired through Associate degree in facilities management, engineering or similar technical discipline or profession
- 3-5 years of experience
- Knowledge of / experience in MEP and instrumentation controls
- Experience with Maximo

Preferred Qualifications:

- Knowledge and experience typically acquired through Bachelor's degree in facilities management, engineering or similar technical discipline or profession
- Prior experience in a support center environment

Special Work Schedule Requirements:

- This job involves responsibilities that are performed in an on-site working environment
- ***This role will be based on the Boston Campus Tuesday - Friday, 8:00AM to 4:30PM and Medford/Somerville Campus Saturday, 8:00AM to 4:30PM***
- Flexible work arrangements can be amended or terminated by a manager with reasonable notice if work requirements or business needs change

Pay Range

Minimum \$24.70, Midpoint \$29.50, Maximum \$34.20

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

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

Contact

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