



EMPLOYEE NAME: \_\_\_\_\_

Revised: 1/88; 10/91; 8/92; 11/92; 3/93; 5/93; 11/94; 2/97;  
3/09; 10/12;6/18

**JOB DESCRIPTION**

<b>POSITION TITLE:</b> Secretary IV, Work Order Processing	<b>JOB CODE:</b> 487D
<b>DIVISION:</b> Operational Support	<b>SALARY SCHEDULE:</b> Office Clerical/Technician Annual
<b>DEPARTMENT:</b> Maintenance Services	<b>WORK DAYS:</b> 238
<b>REPORTS TO:</b> Executive Director, Maintenance Services	<b>PAY GRADE:</b> Rank IV (NC04)
<b>FLSA:</b> Non-Exempt	<b>PAY FREQUENCY:</b> Monthly
<b>PRIMARY FUNCTION:</b> Performs clerical duties related to the operation of Maintenance Services.	

**REQUIREMENTS:**

1.	Educational Level: High School Diploma or GED required
2.	Certification/License Required: None
3.	Experience: None
4.	Physical Activities: Routine physical activities that are required to fulfill job responsibilities.
5.	Knowledge, Skills, & Abilities: Written and oral communication, customer service and multi-tasking skills, computer proficiency in one or more of the following: MS Word, Excel, web-based maintenance software applications.

*The Board of Education and the Superintendent may accept alternatives to some of the above requirements.*

**ESSENTIAL DUTIES:**

1.	Demonstrates prompt and regular attendance.
2.	Assists with phone calls concerning questions about the status of routine maintenance work orders; directs calls to appropriate supervisor as needed.
3.	Assists with phone calls concerning emergency maintenance work orders and dispatches the appropriate technician; updates supervisors on emergency situations.
4.	Serves as primary contact for Facility Use Department concerning energy management work orders and inputs scheduling of HVAC requests.
5.	Maintains daily work order files; generates work order reports as requested.
6.	Logs phone calls and dispatches technicians for non-emergency maintenance requests
7.	Assigns and maintains security codes for school personnel and vendors/contractors.
8.	Establishes and maintains Maintenance Work Order System User ID and Password login information for local schools and central office keyers.
9.	Types correspondence as requested.
10.	Performs duties of other office clerical personnel in their absence.
11.	Performs other duties as assigned by appropriate administrator.

Signature of Employee \_\_\_\_\_ Date \_\_\_\_\_

Signature of Supervisor \_\_\_\_\_ Date \_\_\_\_\_