

POSITION DESCRIPTION
Office Operations Associate

Working Title: Office Operations Associate
Appointment: University Staff, hourly nonexempt, 100%

POSITION SUMMARY: This position serves as the administrative support associate for the department of Facilities Management. This position is responsible for front office management and Facilities Management support including data management, verbal and written correspondence with internal and external customers, month end processing, purchasing and other duties as assigned. This position shares duties with the Operations Program Associate and reports to the Director of Facilities.

A. Work Order Processing/ Data Management

1. Manage data, utilization and the maintenance of the TMA (Total Maintenance Authority) facilities. maintenance management software.
2. Process work order requests, enter and manage work orders in TMA system.
3. Close out work orders each month and submit reports to business office.
4. Collect, analyze billable vs non-billable work, and record labor and material costs from completed work orders and preventative maintenance orders into TMA.
5. Generate chargebacks and invoices from TMA.
6. Manage inventory through TMA from purchasing through assigned distribution through work orders and preventative maintenance.
7. Record, enter and maintain equipment coding for preventative maintenance scheduling.
8. Coordinate preventative maintenance scheduling with Facilities Management staff.
9. Enter and manage Facilities Management internal estimates and projects in TMA.
10. Participate in the design and implementation of ongoing additions to TMA with Facilities Managers.
11. Develop queries and generate TMA reports. Schedule automated report generation and run batch audits as needed.
12. Audit and maintain ongoing TMA procedures throughout software updates and conversions. Educate staff on related changes.
13. Log operational TMA issues and work with TMA technicians to rectify issues.

B. Purchasing, Accounts Payable and Department Chargebacks

1. Prepare blanket purchase orders and maintain log of expenditures against each blanket order to assure limits established by Director are not exceeded.
2. Prepare and submit department and project purchase orders.
3. Access on-line field order forms, accurately complete forms and process to vendors.
4. Assist in the preparation of department bids and send to vendors. Keep abstract of bids and issue Purchase Order to vendor who are awarded the bid.
5. Work with campus Purchasing Agent on state contract purchasing to make sure all items on mandatory contracts are purchased according to state purchasing guidelines.
6. Assist in securing procurement quotes, bids and other related information from vendors.
7. Receive invoices and check against the bill-of-lading for accuracy and proper billing back to the departments.
8. Assist in securing and ordering parts, materials, supplies, bulbs and equipment as needed.

C. Office Management and Communications

1. Manage, evaluate and monitor the office operations for the department.
2. Prepare email correspondence for administrative activities of Facilities Management.
3. Handle incoming phone calls and log critical information as needed.
4. Receive service calls from campus community, assist calling individuals in determining source of problem, determine extent of emergency and notify maintenance personnel required to take corrective action via radio or telephone. Generate work orders from calls.
5. Receive and assist public visiting the Service Center and direct them to proper area or individual.
6. Assist in the development and revision of department procedures.
7. Register and coordinate travel for department staff training opportunities and conferences following the campus travel guidelines and policies, utilizing mandatory online resources and systems.

D. Backup for Mailroom and Stores

1. Cross train to assist in managing mailroom operations in the absence of mailroom staff.
2. Coordinate deliveries with student staff.
3. Process outgoing and incoming mail.
4. Receive packages.

E. Other duties and tasks as assigned

Knowledge/Skills/Abilities:

- Excellent attention to detail and organizational skills
- Excellent oral, written, and interpersonal communication skills
- Knowledge of or ability to learn UW System and UW-Superior policies and procedures
- Ability to learn and adapt to new technology systems and software
- Knowledge and skill in the use of a variety of office equipment/machines, personal computers, printers, scanners and copiers
- Proficient in customer service related oral and written communications
- Ability to read and comprehend written and spoken English
- Ability to sit and stand for extended periods of time
- Ability to coordinate multiple projects, set priorities, and meet deadlines
- Ability to collaborate with others to initiate action, organize projects, solve problems, enhance communication, and improve processes
- Ability to work effectively with a diverse array of persons and to maintain a high level of professionalism

Required Qualifications:

- Proficient in Microsoft Office Suite including Excel, Word and Outlook
- Two years' customer service and/or related administrative experience in an office setting
- Valid driver's license

Desired Qualifications:

- Previous experience with TMA or other management/database software