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Hourly rate: \$13.43 - \$14.92

Status: Non-Exempt, Full-time



The College of Idaho invites applications for a **Facilities Administrative Operations Assistant**. This position is responsible for supporting the [Facilities Department](#) and Facilities Manager and plays a key role by interfacing with internal customers along with internal and external service providers. Key responsibilities include performing administrative duties, oversight of the work order management system, project management support, as well as campus coordination and communication on behalf of the department.

Essential Functions

Office

- Present a positive customer service image focused on being helpful and responsive. Assist the Facilities Manager by serving as customer interface and point of contact for the Facilities Department by processing work requests received through the work order system, by telephone, email and those communicated through physical walk-in requests.
- Answer phones and serve as dispatcher for Facilities.
- Prepares, edits, process invoices daily/mail distribution.
- Attends staff meetings, prepares and distributes minutes.
- Assists with office equipment operation, minor maintenance, perform work orders if needed.
- Working with the Facilities Manager, coordinates campus-wide communications on behalf of the Facilities Department, and practices effective professional written and oral communication.
- Administers and maintains the work order management system (CMMS). In addition to routine service requests, works with the Facilities personnel to establish, track and schedule seasonal preventive maintenance activities.
 - Makes recommendations to Facilities Manger to plan, schedule and assign resources through effective use of the work order system.
 - Provides periodic performance reporting for operational metrics.
- Under the direction of the Facilities Manager supports project management activities including creation of purchase orders, invoicing, budget tracking, and scheduling as required.
- Maintain files and office filing system.
- Maintains required documentation to maintain compliance with fire and life safety.
- As directed obtains quotes-check and verify best pricing.
- Operates with a high degree of professionalism.
- Effectively works across all campus functions, and build a solution-based approach.

Contracts

- As directed by the Facilities Manager, coordinates service contracts with vendors.

Additional Functions

- Attends meetings as department representative.
- As directed by the Facilities Manager, monitors project progress toward deadlines.
- Assists as needed in cutting and tracking campus keys.
- Perform other duties as assigned or needed.

Knowledge, Skills, and Abilities

- Working knowledge of and proficiency with Microsoft Office suite.
- Excellent communication skills in English, both oral and written.
- Excellent interpersonal skills and ability to interact professionally with staff and visitors.
- Ability to maintain a high level of customer service.
- Strong organizational skills.
- Ability to receive telephone calls, respond to inquiries, and communicate respectfully with others by telephone.

- Previous experience working with and creating budgets.
- Attention to detail while adhering to guidelines, performance standards and policies.
- Ability to effectively coordinate multiple projects simultaneously.
- Ability to uphold strict punctuality.
- Maintain a professional demeanor during stressful situations.

Qualifications

- 2-4 years of administrative support experience in office setting.
- Working knowledge of and proficiency with Microsoft Office suite with heavy emphasis on Excel, PowerPoint and Outlook.
- Ability to proficiently operate various office machines including but not limited to: computer keyboard, computer software applications, calculator, copy machine and fax machine.
- Working knowledge of a work order management system (CMMS) and/or ability to learn system quickly.
- Valid driver's license. License is required and must meet insurance company rules and regulations for driving underwriting criteria.

Candidates must be authorized to work in the United States as of the expected hire date and throughout the date of their employment without sponsorship from The College of Idaho.

A complete application will include a current résumé, cover letter, and the names and contact information of three (3) references, two (2) management and one (1) professional to hr@collegeofidaho.edu. **Priority consideration will be given to applications received by June 4, 2021.** Applications will be accepted until suitable candidates are selected.

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