Work Order Desk Clerk

Forbes includes U of G Among Canada’s Best Employers
Office, Clerical and Technical
Position covered by the Collective Agreement with USW Local 4120

Work Order Desk Clerk

Finance & Administration, Physical Resources

Hiring #: 2022-0207

Please read the Application Instructions [1] before applying

Reporting to the General Accountant, the Work Order Desk Clerk is the first point of contact with Physical Resources for campus users reporting facilities issues and making inquiries. Working closely and cooperatively with a second Work Order Desk Clerk, some key duties of the position include: responding to service requests from campus users, exercising judgement to interpret the level of urgency, and asking for further information as required; analyzing requests and assigning appropriate Physical Resources trade(s); solving related problems, some of them complex; determining whether work is chargeable; preparing and distributing work disruption and emergency shut down notices; transferring and closing work orders; monitoring various alarms and following up as appropriate; and other associated duties as assigned by various members of the Physical Resources management team. Work requests arrive by various means, including telephone calls, e-mails, police call-ins, and through online work order systems. The work order desk can receive more than 100 calls and 40 e-mails each day, therefore, the demands on the Clerk are significant and often constant. As a customer service position, hours of work are Monday through Friday, 8:15 a.m. to 4:30 p.m.

Requirements of the position include: A one-year community college diploma in business administration or related field of study, together with a minimum of 1-2 years’ hands-on experience in a similar role where the incumbent has been the first point of contact with customers and clients providing superior customer service. The successful candidate must be able to multitask with a variety of people in a fast-paced office environment, or an equivalent combination of education and experience. Outstanding and proven customer service skills are essential, including excellent active listening, interpersonal and communications (oral and written) skills, together with superior analytical, critical thinking, problem-solving, and decision-making skills. With constant contact with people, including situations that difficult and/or stressful, also required are: a positive and friendly attitude; politeness; patience; tact; and the ability to remain calm no matter how challenging a situation might be. The successful candidate must have strong organizational skills, good knowledge of Microsoft Word and Excel, and the ability to work effectively both independently and as a reliable and conscientious member of a team. Familiarity with the University campus and Physical Resources operations would be an asset, as would experience working with databases.

Position Number         836-016
Classification               USW, Local 4120 Salary Band 3*
Salary Range              $21.76 Minimum
$24.30 Normal Hiring Limit
$29.38 Job Rate

*Tentative evaluation; subject to committee review.

At the University of Guelph, fostering a culture of inclusion [2] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

Posting Date: 2022 03 30
Closing Date: 2022 04 06

Source URL: https://www.uoguelph.ca/hr/careers-guelph/current-opportunities/work-order-desk-clerk

Links
[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply