



BOONE COUNTY JOB DESCRIPTION

JOB TITLE: Service Coordinator I **NEW:** **REVISED:**
(Please check one)

REPORTS TO: Director of Facilities **FLSA:** Non-Exempt **DATE:** 07/2024

DEPARTMENT: Facilities Management **JOB CODE:** 600

SUMMARY:

With general supervision, the Service Coordinator I manages the work order system and vendors for the Facilities Department, including maintaining records and contracts, coordinating projects, and tracking the department's capital equipment replacement plan. The person in this role will work closely with the administrative staff and provide general support to all divisional supervisors.

ESSENTIAL FUNCTIONS:

*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.*

The Service Coordinator I is an integral team member responsible for overseeing the work order system for the facilities department. The person in this role will work closely with the administrative staff and provide general support to all divisional supervisors. Answer phones, take minutes, maintain files, and type correspondence. Create and distribute on-call schedules. Schedule meetings, order supplies, and assist management with inventory control and tracking. Serve as backup for parking and invoice processing duties.

Prepare payment requisitions, purchase order requests, budget revisions, and journal entries and forward them to the Auditor’s Office. Make budget recommendations to the Director and Deputy Director. Process and pay invoices. Review and submit purchasing card payments.

Run various reports from software to assess time and money spent on a given asset and to analyze work distribution. Prepare monthly AED reports for Risk Management. Utilize work order software to receive, assign, and distribute work orders. Utilize software to maintain inventory of equipment and supplies. Create annual employee work orders and time-tracking reports. Work with the Senior Administrative Assistant to prepare department reports and quarterly newsletters. Manage department annual survey and end-of-year accomplishment document.

Assist departmental supervisors with payroll processing. Maintains payroll records. Enter Personnel Action Forms. Assist management in providing employees with CJIS background check forms and ensuring completed documentation is submitted.

Serves as support to the Project Manager.

Performs other duties as assigned.

KNOWLEDGE AND SKILL:

1. Advanced knowledge of Boone County policies and procedures.
2. Knowledge of standard office practices, record keeping, and office equipment.
3. Knowledge of community resources and organizations.
4. Ability to provide exemplary customer service by effectively dealing with the public, vendors, contractors, and County staff.
5. Advanced knowledge of Microsoft Word & Microsoft Excel.
6. Advanced knowledge of County staff and operations.
7. Ability to communicate complex ideas orally and in writing.
8. Ability to utilize equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.
9. Ability to maintain confidentiality of sensitive information, such as employee performance and compensation records.

PHYSICAL DEMANDS:

The majority of work is performed in a professional office setting and is generally sedentary. Must possess vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Position requires CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, walking, standing, bending and stooping, pushing/pulling, twisting at waist, moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 25 lbs. from below waist to above shoulders and transporting distances up to 50 yards. OCCASIONAL squatting, kneeling, reaching above and at shoulder height, moderate grasping to manipulate objects; lifting objects weighing 20-35 lbs. from below waist to above shoulders, and transporting distances up to 50 feet.

WORK ENVIRONMENT:

This job operates in a professional office environment. Professional attire is required. This position routinely uses office equipment such as computers, calculators, multi-line telephones, photocopiers, large format printers and scanners, binding machines, hand-held recording devices, filing cabinets, and fax machines. This position is routinely in contact with the public, other Boone County employees, elected officials, and members of other entities. Due to the subject matter of the position, the employee may be subject to stressful situations.

MINIMUM QUALIFICATIONS:

High school diploma or GED and five years of administrative support/office management experience, preferably in a customer service area; familiarity with computer software programs.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.