

SERVICES OPERATIONS COORDINATOR**DEFINITION**

Under supervision, the incumbent serves as the initial contact person for all service jobs in the maintenance and operations units of County departments and is responsible for the daily work coordination functions of the assigned department/division; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This single position class is a skilled, working level class responsible for performing the full range of duties specifically related to scheduling repair and maintenance of County facilities, heavy equipment and vehicles; monitoring completion of service; tracking recalls for service; preparing and completing work orders for service; coordinating services assignments; coordinating schedule for preventive maintenance, licensing and compliance programs; maintenance of work measurement database; maintenance of schedules and performs other related duties as required. Positions allocated to this class are characterized by one or more of the following:

EXAMPLE OF JOB DUTIES (Illustrative only)

- Serves as liaison between the public, departments and staff; keeps interested parties informed on the status of repairs; works closely with maintenance and operations staff on any work order changes.
- Compiles, inputs, analyzes, and maintains a variety of data and reports utilizing the computerized department maintenance work measurement software program.
- Prepares work orders and assists in scheduling the repair work assignments; and inputs data into the computerized maintenance data collection program.
- Prepares and maintains maintenance employee time records related to work assignments.
- Facilitates preventive maintenance programs including producing reports, scheduling service, and following up on overdue services.
- Provide data for vehicle mileage reporting for unit.
- Completes, prepares and maintains routine forms, documents and reports.
- Maintaining records and preparing reports in compliance with the requirements of outside agencies.
- Coordinate with vendors to order, and arrange delivery of parts and supplies.

Fleet option:

- Oversees the issuance and maintenance of fuel cards and fuel entries for all County vehicles; notifies customers of factory recalls; coordinates service with outside vendors; assists with preparation of annual department budget by preparing reports on overhead costs and fuel usage.
- Schedules and coordinates annual state mandated smog and smoke testing program for County vehicles.
- Oversees pool car program including issuance of vehicles and billing.
- Responsible for licensing of all equipment including trailers, vehicles, heavy equipment, and other department equipment; coordinates the surplus of County equipment and vehicles; works with the Purchasing Division to coordinate auction date, prepares DMV paperwork so vehicles are auctioned smoothly, and maintains vehicle and equipment database.
- Responsible for scheduling vehicle rentals.

- Record keeping and reporting for Biennial Inspection of Terminals and auditing of vehicle logs.
- Maintains listing of County vehicles and equipment.
- Type technical specifications for vehicles and equipment.

Facilities Maintenance option:

- Schedules and coordinates compliance with permits and regulatory requirements pertaining to County facilities.
- Schedules special events and makes facility reservations; coordinates maintenance schedules with use of facilities.
- Receive stock and issue parts, materials, supplies, tools and equipment, verify and inspect incoming shipments for appropriate quantity and quality; sign for items as appropriate; assists with issuing and tracking security cards.
- Maintain inventory of County facilities.
- Obtain quotes for service from contract vendors and submit for authorization to use contract.
- Verify materials commodities support project needs.

QUALIFICATIONS

Knowledge of:

Modern office methods and practices; report writing; general vehicle and facility parts and equipment; office automation including word processing, electronic mail, electronic spreadsheets , databases, and related office integration software.

Skill in:

Customer service.

Compliance and technical writing reporting.

Strong verbal and written communication skills

Ability to use a personal computer to input and maintain data in a maintenance work management system.

Preparing reports, documenting time, materials and repairs.

Gathering and analyzing data.

Understanding, interpreting and applying departmental programs, policies, rules and regulations.

Making recommendations for necessary operational improvements.

Establishing and maintaining effective working relationships with those contacted in the course of work.

Other Requirements:

Musts possess a valid Class C driver's license. Must regularly lift and carry objects up to ten pounds and occasional lifting up to twenty-five pounds. Some bending, stooping, sitting for long periods of time, and/or squatting may be required.

Education and Experience:

Graduation from high school and three years of office administration preferably in a services operation or repair shop.

NOTE: The above qualifications are typically accepted ways of obtaining the required knowledge and skill.