



Poudre School District

HUMAN RESOURCES DEPARTMENT

JOB DESCRIPTION

Job Title: **Customer Support Specialist** FLSA Status: **Non-Exempt**
 Job Family: **Support Services Administrative** Pay Range: **SS40H**
 Prepared/Revised Date: **October 22, 2019** Job Code: **506N9**

SUMMARY: Coordinate the use of district schools by district and community users and administer and maintain the district's centralized scheduling system. Administer and maintain the district's work order maintenance system. Manage the district's 24/7 emergency hotline, including managing and dispatching all calls received after-hours, on weekends, and during non-school days to include holidays. Act as a district liaison between staff and community by receiving and routing external and internal phone calls as a part of the district's central phone system. Serve as first point of contact during emergency situations. Execute and maintain the district's preventative maintenance database and long range planning databases. Administer and track utility locates from the Utility Notification Center of Colorado (UNCC).

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Frequency of duties, percent of time and work year may vary based on department or building assignment.*

| Description of Job Tasks (limit of 13 of the most important tasks) | Frequency | % of Time |
|---|--|--|
| | Daily = D Weekly = W Monthly = M Quarterly = Q Annually = A | On an annual basis, e.g. 10 hours of a 40 hour work week = 10/40 = 25% |
| 1. Administer the district's centralized scheduling system. Responsible for scheduling and coordinating the use of District facilities for all district and community groups. Work collaboratively with customers to assist with facility use information and to accurately complete rental permits. Ensure compliance with insurance regulations. Collect and extract information for monthly facility use invoicing; collaborate with Finance to problem solve and troubleshoot accounting needs such as refunds and credits, collections on accounts, billing disputes, and time sheets from district staff. | D | 25% |
| 2. Administer and maintain utility locate database. Receive notification from UNCC, verify addresses, generate locate forms, contact and issue work orders to appropriate district personnel and/or external contractors. Adhere to federal regulations regarding documentation, filing and record keeping. | D | 15% |
| 3. Serve as first point of contact for the district's after-hours 24/7 emergency hotline. On a rotational basis, independently respond to and dispatch calls a high volume of calls received after-hours, on weekends, and during non-school days to include holidays. Maintain an on-call database of all calls received and dispatched after hours. Issue work orders to Operations staff for all calls received. | D | 15% |
| 4. Administer the district's work order system. Serve as the central contact for requests from staff and community. Manage and coordinate flow of information to Operations and Warehouse staff as well as schools. Compile and analyze work order data for reporting. Coordinate work orders necessary for facility use needs including building automation scheduling, deliveries and custodial services. | D | 10% |
| 5. Act as a district liaison between staff and community by responding to and routing inquiries, concerns, and questions received through the district's central phone system. Resolve community and staff concerns providing public relations with a high level of customer service. | D | 10% |



| | | |
|--|---------------|-------------|
| 6. Administer the district's database and scheduling system for Facility Services' preventative maintenance program. Collaborate with all applicable departments to develop best practices, collect and enter equipment inventories, and monitor the issuance of work orders. Maintain district long range planning databases and assist with the collection, entering, analyzing, and reporting of data. | D | 8% |
| 7. Collaborate with the district's Lock Shop to issue and maintain key distribution for district sites according to district policy and guidelines. Work with community users to coordinate access to district tracks, tennis courts, and fields by collecting and processing annual fees. Maintain key issuance database, documentation, filing, and record keeping | D | 5% |
| 8. Attend work and arrive in a timely manner. | D | 1% |
| 9. Serve as first point of contact during emergency situations by receiving calls and determining urgency and priority for incidences that include a variety of sensitive and critical issues. Coordinate with appropriate departments to activate emergency notification protocols through issuance of emergency notification text messages informing appropriate parties. Maintain communication, assistance and follow-up with District Crisis Response Team, district staff and school sites. Maintain knowledge of crisis response procedures. Upkeep of district emergency notification contact lists. | W | 10% |
| 10. Perform other duties as assigned. | Ongoing | 1% |
| | TOTAL= | 100% |

EDUCATION AND RELATED WORK EXPERIENCE:

- High School Diploma or GED required, Associate's degree preferred
- More than two years of related experience required
- Equivalent combination of education and experience will be evaluated

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Oral and written communication skills
- Data entry skills
- Organizational and management skills
- English language skills
- Interpersonal relations skills
- Math and accounting skills
- Personal computer and keyboarding skills
- Customer service and public relations skills
- Critical thinking and problem solving skills
- Ability to be self-directed and motivated
- Ability to maintain confidentiality in all aspects of the job
- Ability to manage multiple priorities
- Ability to manage multiple tasks with frequent interruptions
- Ability to diffuse and manage volatile and stressful situations
- Ability and willingness to be on call and/or respond to calls 24/7
- Ability to independently coordinate and dispatch a high volume of calls
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, District policies and building and department procedures



- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Operating knowledge of and experience with personal computers and peripherals
- Operating knowledge of and experience with work order management software systems and facility use management software systems. Microsoft Word, Excel, PowerPoint, Access, Publisher, Outlook, and/or other department software packages
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E-mail, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

| | POSITION TITLE | # of EMPLOYEES |
|------------------------|--|----------------|
| Direct reports: | This job has no direct supervisory responsibilities. | |

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

| PHYSICAL ACTIVITIES: | Amount of Time | | | |
|-------------------------------------|----------------|-----------|------------|----------|
| | None | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
| Stand | | X | | |
| Walk | | X | | |
| Sit | | | | X |
| Use hands to finger, handle or feed | | | X | |
| Reach with hands and arms | | X | | |
| Climb or balance | X | | | |
| Stoop, kneel, crouch, or crawl | X | | | |
| Talk | | | | X |
| Hear | | | | X |
| Taste | X | | | |
| Smell | | X | | |

| WEIGHT and FORCE DEMANDS: | Amount of Time | | | |
|---------------------------|----------------|-----------|------------|----------|
| | None | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
| Up to 10 pounds | | X | | |
| Up to 25 pounds | X | | | |
| Up to 50 pounds | X | | | |
| Up to 100 pounds | X | | | |
| More than 100 pounds | X | | | |

| MENTAL FUNCTIONS: | Amount of Time | | | |
|----------------------|----------------|-----------|------------|----------|
| | None | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
| Compare | | X | | |
| Analyze | | | X | |
| Communicate | | | | X |
| Copy | | X | | |
| Coordinate | | | | X |
| Instruct | | | X | |
| Compute | | | X | |
| Synthesize | | | X | |
| Evaluate | | | X | |
| Interpersonal Skills | | | | X |
| Compile | | | X | |



| MENTAL FUNCTIONS: | Amount of Time | | | |
|-------------------|----------------|-----------|------------|----------|
| | None | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
| Negotiate | | | | X |

| WORK ENVIRONMENT: | Amount of Time | | | |
|---------------------------------------|----------------|-----------|------------|----------|
| | None | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
| Wet or humid conditions (non-weather) | X | | | |
| Work near moving mechanical parts | X | | | |
| Work in high, precarious places | X | | | |
| Fumes or airborne particles | X | | | |
| Toxic or caustic chemicals | X | | | |
| Outdoor weather conditions | X | | | |
| Extreme cold (non-weather) | X | | | |
| Extreme heat (non-weather) | X | | | |
| Risk of electrical shock | X | | | |
| Work with explosives | X | | | |
| Risk of radiation | X | | | |
| Vibration | X | | | |

| VISION DEMANDS: | Required |
|---|----------|
| No special vision requirements. | |
| Close vision (clear vision at 20 inches or less) | X |
| Distance vision (clear vision at 20 feet or more) | |
| Color vision (ability to identify and distinguish colors) | |
| Peripheral vision | |
| Depth perception | |
| Ability to adjust focus | |

| NOISE LEVEL: | Exposure Level |
|--------------|----------------|
| Very quiet | |
| Quiet | |
| Moderate | X |
| Loud | |
| Very Loud | |