



JOB DESCRIPTION

POSITION TITLE: Facilities & Telecom Coordinator
DEPARTMENT: Facilities
SUPERVISOR: Telecommunications Supervisor

GRADE: N6
FLSA:
DATE: 07-19-2006

JOB PURPOSE: *(Why is this job important? What is accomplished by performing the job duties? What is/are the results expected from performing this job?)*

The Facilities & Telecommunications Coordinator (FTC) maintains a strong customer service base for the departments internal customers. To do this, the FTC must be able to handle many tasks at once, be able to coordinate the Facilities Help Desk, and be able to facilitate any departmental needs by acting as a back up to the Telecommunications Supervisor. The FTC must also provide excellent customer service and follow up on all issues.

ESSENTIAL JOB RESULTS: *(There is a formula to writing the essential jobs results. State the result that must be accomplished, insert the word "by" and add the duties that must be performed to accomplish the result.)*

Provide excellent customer service by maintaining the Facilities Help Desk.

Maintain the Facilities Help Desk by providing accurate and timely reports, answering and returning customer phone calls and e-mails, and following up with all customers. Maintain building maintenance by coordinating scheduled and unscheduled maintenance on the buildings and equipment (both office and telecommunications), and by acting as a liason to the property managers and all vendors. Provides building security by maintaining building security and ID badging system.

Assists by administering the telecommunications systems and process. Maintains the upkeep of the telecommunications systems by troubleshooting such items as switch equipment, phone instruments, connectivity devices, telephone and data lines. Coordinates company moves by scheduling the resources within the Facilities, Telecommunications and the MIS department. Develops and generates telephone reports as required.

Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies. Professional membership relating to either the Facilities or Telecommunications field are not required, but are encouraged. Attendance at seminars, instructional classes, trade shows, and industry organizations are encouraged as well.

Contributes to team effort by accomplishing related results as needed.

Must contribute to the overall success of the department by maintaining a strong sense of communication, both internally with fellow employees, as well as with all customers and vendors. Must maintain a high level of professionalism by making customer service the top priority, and by maintaining a successful Facilities Help Desk.

QUALIFICATIONS: *(Identify the knowledge, education, experience, licenses and special skills or abilities required to do the job. Identify any preferred requirements.)*

- Minimum 3 years facilities related experience. High school diploma required. College Degree a plus.
- Minimum 3 years administrative office experience in a corporate environment.
- Minimum 1 year Telecommunications experience.
- Avaya G3si or S8700 & S8300 experience a plus.
- Detailed knowledge of IBM/PC computers and software; MS Office Suite. MS Access required. Typing 50 wpm and ability to 10-key.
- Excellent attention to detail with above average organization skills.
- Must have above average ability to communicate verbally and in writing.



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- Effective, respectful and courteous communication with internal and external clients required.
- Proof of current CA driver's license and automobile insurance required.

CONDITIONS OF WORK: *(Include general environmental conditions; travel requirements; physical demands.)*

- Works in cubicle in smoke-free office
- Professional attire required.
- Works M-F, 8-5.
- May require weekend work when moves are scheduled.
- May require non-traditional work hours when buildings need attention.
- Requires the ability to remain calm and act/respond professionally in emotionally charged situations.

While this job description is intended to be an accurate reflection of the essential job results, management reserves the rights to modify, add, or remove duties from particular jobs and to assign other duties as necessary.