

WARREN WILSON COLLEGE
Position Description

POSITION TITLE: Customer Service Manager

DEPARTMENT: Facilities Management & Technical Services

REPORTS TO: Director of Facilities Management & Technical Services

POSITION SUMMARY:

Takes primary responsibility for office management in the Facilities Management office, by providing secretarial, administrative and work order support for the Director and Crew Supervisors who report to the Director. The Customer Service Manager is also responsible for the training, supervision and evaluation of a student crew that provides assistance with all duties within the office.

SPECIFIC RESPONSIBILITIES:

1. Coordinate office communications networks; take calls, answer questions, take messages, route calls and messages, and monitor radio operations, responding to all calls to "base." Handles emergencies as they arise; i.e., severed gas line, medical emergency.
2. Supervise student crew, which includes workplace orientation, project assignments, and student work evaluations
3. Provide administrative support services for the Director of Facilities Management and crew supervisors who report to the Director.
4. Process all work requests, two-week planning reports, summer schedules, etc. following all procedures outlined in the Facilities Management Manual.
5. Track projects for all supervisors and keep them aware of status.
6. Periodically update 5-year plan, assemble books and distribute. Keep work orders written from 5-year plan and track progress and costs.
7. Distribute work assignments to various crews when supervisors are out.
8. Attend weekly Facilities Management staff meetings. Record minutes and action items and distribute to all crew supervisors.
9. Maintain notebook of set-up requests, staff housing lists, and monthly leave for each crew supervisor, notebook for (Steritech) pest control company, Pole Barn key checkout, etc.
10. Prepare monthly gasoline usage reports and monthly transportation logs for accounting - charge gasoline and vehicle usage to individual departments.
11. Prepare, type, and carefully proofread routine correspondence; ensure the effective physical production and the accuracy of documents and reports.
12. Perform other duties, as requested.

WORKING CONDITIONS

Office Environment

QUALIFICATIONS:

1. College education and/or five years' experience in a comparable position.
2. Basic computer knowledge and excellent word processing ability is required.
3. Ability to thrive in a high-energy, productive work environment, and commitment to the Warren Wilson Triad of Academics, Work, and Service.
4. Courteous and effective interpersonal skills.
5. Excellent English language and grammatical skills, including fine writing and proofreading skills.
6. Strong organizational skills and ability to handle multiple tasks.
7. Maturity, professional demeanor, good judgment, and good humor.
8. Ability to work well with faculty, staff, students, and members of the larger community.
9. Supervisory experience preferred, but not required.