Definition of Class
The incumbent in this position provides high quality support associated with receiving notifications; converting notifications to work orders; and determining the appropriate shop to route work orders. The incumbent enters detailed information regarding the work order status into the database system.

Examples of Work Performed
Receives notifications, adds settlement rule, and converts to work orders.

Determines appropriate shop to receive work order.

Communicates with departments and students to clarify orders. Provides radio communication to shops in emergency situations.

Coordinates estimate process with shops and departments. Assigns appropriate cost center to completed jobs.

Assigns appropriate charges to student accounts in cases of damage or community billing.

Transcribes from dictation and records work order status for departmental review.

Generates reports. Determines orders to complete.

Serves as liaison with Special Events Office and Physical Plant shops. Assists with set-up of special events.

Communicates with parents and students about billing charges and general housing information.

Assists with accounts receivable billing and settlement problems.

Performs similar or related duties as assigned or required.

Essential Functions
These essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring Department.

1. Coordinates and participates in complex clerical duties associated with receiving notifications and converting to work orders.

2. Determines appropriate shops to receive work orders and assigns appropriate cost center.

3. Enters work orders status and determines when to technically complete an order.
Minimum Qualifications
These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to The University of Mississippi's Department of Human Resources in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

Physical Exertion: The incumbent may be required to lift up to approximately 10 pounds.

Vision: Requirements of this job include close vision.

Speaking/Hearing: Ability to give and receive information through speaking and listening.

Motor Coordination: While performing the duties of this job, the incumbent is frequently required to talk and hear; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The incumbent is periodically required to sit. The incumbent is occasionally required to walk and stoop, kneel, crouch or bend.

Experience/Educational Requirements:

Education:
High School Diploma or equivalent (GED).

AND

Experience:
Two (2) years of experience related to the above described duties.

Interview Requirements
Any candidate who is called for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

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