#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Service Dispatcher

**Job Number:** SO-335 | VIP: 1261

**Band:** OPSEU-6

**Department:** Facilities Management

**Supervisor Title:** Manager of Administration

**Last Reviewed:** December 6, 2023

#### **Job Purpose:**

Reporting to the Manager of Administration & Sustainability, this position dispatches internal workers and external contractors for repairs, maintenance and services while providing effective customer service and administrative support for the Facilities Management Department. The primary role of the Service Dispatcher is to provide excellent customer service for those requesting services, repairs or maintenance to campus assets at all University campus locations using a computerized maintenance management software. This role also provides vendor payment coding and tracking, electronic requisition entry in the financial system, reconciliation of multiple visas, creation of monthly allocation journal entries and inputs locates requests using an online portal. The incumbent communicates regularly with other university departments, clients, and outside vendors, providing exemplary customer service in an environment with constant interruptions and changing priorities.

#### Key Activities:

##### Facilities Service Request Dispatch

* Facilitates workflow of service requests from initial request through progress of work. This includes dispatching work to internal workers or external contractors using a computerized maintenance management system (CMMS). Provides front-line in person, telephone or e-mail responses to answer questions and resolve issues. Ensures the service requests have all required information including type of request, scheduling or access conditions, account number, and complete description of requested work. Ensures service requests are dispatched promptly to available workers. Processes external vendor invoices for payment with appropriate backup and authorizations; and records expenses against appropriate service requests. Liaise with workers and Security to ensure building access for contractors. Once work is complete and all expenses have been uploaded is responsible for closing service requests and preparing monthly reports for journal entries.
* Responsible for keeping the computerized maintenance management system (CMMS) configuration background tables up to date, such as (but not limited to) labour unit costs, vendors, building and equipment assets, worker and requestor accounts, and tax codes.
* Responsible for initially troubleshooting issues found in the system and progresses issue to the CMMS provider when required.
* Provides annual scheduled and ad-hoc training for both requesters and workers on how to use the CMMS, including how to use the mobile application.
* Creates and/or provides training materials for requesters and workers on the CMMS as well as the mobile application.
* Pulls reports out of the CMMS as required for operational managers and external departments.
* Proposes and/or provides support to implement new initiatives or changes to operational processes to improve the CMMS system.
* Manages shared inbox folders for Fixit and Fixit Durham email accounts, ensuring required actions are taken including creation of service requests in the CMMS and work is dispatched as required.
* Coordinates locate requests for campus excavations, ensuring institutional compliance with provincial laws and guidelines.

##### Accounting Clerical & Administrative

* Prepares interface-ready journal entries monthly for service request labour and key charges for completed work that requires internal charges to other departments.
* Reconciles approximately two dozen staff Visa cards monthly which includes posting account number allocations into Purchasing’s web-based tool, liaising with workers and managers to ensure all receipts are received, uploaded and statements signed; as well as posting expenses to associated work requests in the computerized maintenance management system.
* Inputs electronic purchase requisitions into the computerized financial system (Colleague) with backup in accordance with purchasing policy and approval levels for equipment and services.
* Codes invoices for payment for service, supplies, equipment, etc. from dozens of possible departmental level account numbers (operations, ancillary, capital, restricted funds), and obtaining proper approvals prior to sending for payment to the Finance Department. Uploads costs related to service requests in the CMMS.
* Communicates with vendors to resolve invoice and payment issues, including making queries in the universities financial system (Colleague) and/or using other available database reporting tools such as IRIS.
* Provides relief and back-up for the Facilities Management Administrative Assistant including reception duties, appointment bookings, responding to mail, email, and telephone calls and providing general direction to clients and contractors. May also be asked to prepare capital electronic requisitions, invoice payments and assist with fleet repair and maintenance coordination.
* Regular review of procedural documentation related to key tasks, updating as required.
* Performs special tasks or other duties as assigned.

#### Education Required:

* University or College training (2 year) in Business Administration or accounting.

#### Experience/Qualifications Required:

* Three years of general office experience, including experience with computerized office systems.
* Must have experience with dispatching trades or general maintenance workers.
* Must have demonstrated strong technical skills and proficiency with spreadsheets and databases, including data entry and report creation.
* Experience working in a computerized maintenance management system and/or financial systems will be considered an asset.
* Must have strong interpersonal skills including the ability to articulate issues and communicate in a professional way to ensure positive customer/client experiences.
* Strong organizational skills are required including the ability to handle multiple projects with competing deadlines.
* Demonstrated experience in following policies and procedures.

#### Supervision:

* No formal supervision of others is required.
* Provides guidance by helping orient others to work processes and methods by providing training to facilities staff on how to use the service request system as well as training new requesters on how to make requests in the system.

**Job Evaluation Factors:**

#####  Analytical Reasoning

*Dispatching work requests: The Service Dispatcher needs to understand the type of work being requested (i.e. roof leak vs. mechanical pipe leak) and assigns work to internal staff or external contractor based on type of work requested and employee availability (i.e. need roof repair contractor vs. an internal plumber). This includes using a computerized maintenance management database to assign work, associate an account number to the work, input expenses related to a work request and know when to contact the requester for more information and identify duplicates. Has to be capable of pulling at least monthly reports out of the system such as labour costs to service requests and then create journal entries in an interface file for upload into the financial system for charging back other departments or capital projects.*

*Being the expert in the computerized work request system requires this position to work with facilities staff and service request clients to troubleshoot when there are issues in the system (i.e. it is not working as expected). This position will also take on a lead role when implementing or expanding use of this system such as the pending addition to using bar codes linked in the system to equipment assets.*

*Facilities Management currently charges/“codes” invoices to over 48 different FM Operating department level 10-xxxxx accounts, 9 FM restricted funds 45/43-xxxxx accounts, 7 Accounts Receivable accounts 10-01xxx, almost 40 capital 35- accounts along with dozens of other non-FM departmental/ancillary/restricted fund accounts as required for service request charge-backs. When coding an invoice, setting up an electronic requisition, allocating a visa, creating journal entries and even dispatching a service request, the incumbent needs to ensure the correct GL departmental level account along with object code (expense type) is used. In any given month the Service Dispatcher will code on average 160 invoices, as well as dozens of visa allocations against over a dozen visa cards. This also includes ensuring proper authorizations for each account which vary greatly depending upon account number and account type.*

*For Ontario One Call locate requests, indicating the correct location for a required locate so that the provider can find the appropriate area for the required project.*

##### Decision Making

*The Service Dispatcher sets own daily/weekly/monthly task routines to ensure tasks are prioritized and completed by internal due dates such as for coding invoices, visa payments and creating monthly journal entries.*

*Daily duties include dispatching of service requests which involves independent actions to determine if work should be charged back and who to assign the work to based on type of work and staff availability. Works with the Management team in FM to resolve larger issues or disputes.*

##### Impact

*Incorrect or delayed dispatch of service requests can lead to repairs not being undertaken in a reasonable time including urgent/emergency issues not being attended to quickly (i.e. dispatching to a staff member who is on vacation; taking too long to dispatch staff when water is leaking or, in the extreme, elevator needing external elevator company to attend when a person is stuck). Incorrect understanding of the type of work being requested can cause delays to work as well, such as sending a roof contractor to a water leak when it is actually a pipe leaking requiring a plumber to fix. This could lead to additional damage to equipment or building elements. The staff member dispatching needs to understand what questions to ask the requesters and also recall historical issues in specific buildings such as for roof leaks to aid in decisions of who to initially send.*

*The incorrect coding or delays in coding of invoices can create delays in payment to vendors which can lead to negative vendor relations, accrual of interest on late payment and even vendor refusal of service. Incorrect journal entries to operations, ancillary or external accounts can cause additional work to correct as well as dissatisfaction from tenant/ancillary or other operational departments.*

*Requests for Locates in the Ontario One Call system that are delayed can lead to delays to operational requirements/events or capital projects.*

##### Responsibility for the Work of Others

*None.*

##### Communication

*Internal:*

* *Faculty & staff requesters: Receive complaints and service requests. Ensuring all required information is received to dispatch the work. Keep requesters up to date on status of their request. Advise and train requesters on how to use the CMMS system to create and track their requests.*
* *Facilities trades/work staff: Communicate service request system procedures, troubleshoot issues with the system on computers or mobile devices. Provide ad-hoc or scheduled training on how to use the system (i.e. viewing their assigned work, logging hours, adding notes, updating the status of work)*

*External:*

* *Contractors/suppliers/vendors: Troubleshoot payment issues or missing invoices, requesting services, parts and equipment, assist with scheduling with internal workers as required.*
* *Outside agencies: Communication with Ontario One-Call to ensure accurate data for locate requests.*
* *Student groups: Receive complaints and service requests, ensuring all required information is received prior to dispatching work.*

##### Motor/ Sensory Skills

* *Fine Motor Skills and Dexterity: Data entry requiring speed, accuracy and concentration in an environment with constant interruptions.*
* *Keyboarding skills: Responsible for maintaining the computerized, web-based work order system. Responding to e-mails.*

##### Effort

*Mental:*

* *Focus: Switching tasks often due to emergent priorities and interruptions.*
* *Concentration: Frequent and varied complaints with frequent interruptions and distractions over which the job has little control.*

*Physical:*

* *Sitting/standing: Must remain at desk for long periods of time to answer and respond to emergencies and repair/service requests.*
* *Keyboarding: Job requires heavy computer use for data entry.*

##### Working Conditions

*Physical:*

* *Computer use causes back pain, eyestrain and repetitive motion syndrome.*

*Psychological:*

* *Position is front line for complaints from requesters or vendors which can be stressful*
* *Lack of privacy – work occurs in an open office environment that affords no privacy and can become loud and disruptive.*
* *Having to prioritize conflicting work, deal with changing deadlines and time pressures*
* *Inflexible schedule – requirement to remain at desk for the majority of the day*
* *Answering the phone leads to interruptions of other work*