

POSITION: Work Order Clerk

BASIC FUNCTION OF POSITION

Enters maintenance and preventive maintenance (PM) work orders into the Global Maintenance Management System (GMMS). Works as clerk typist, and dispatcher for the Facility Management Section. Receives work order requests from the eServices, phone call, radio and email. Forward routine and PM work order to lead work order clerk or appropriate foreperson or Facility Manager for action. Close out all work orders, by GMMS procedures, Prepare weekly reports on completed and outstanding work orders and pass to Facility Engineer or Facility Manager. Handle daily emergencies. The Work Order Clerk reports to the Work Control Clerk and Facility Manager.

MAJOR DUTIES AND RESPONSIBILITIES

- A. Receives all requests for emergency, urgent or routine work from occupants of US Government-Owned/Leased offices and residences. When informed of an emergency that requires immediate action, informs the Facility Engineer and the Facility Manager. In their absence makes every effort to assure that corrective action is taken as soon as possible. Prepares Work Requests using GMMS, based on information received from the Facility Manager, Facility Engineer and the Maintenance Supervisor, or, from any requester in case of an urgent work requirement or emergency. 50%
- B. Forwards Work Requests for approval to the Facility Manager, or in his absence, to the Facility Engineer. Input all pertinent information in the GMMS system. Distributes by email copies of Work Requests to the requester, or foreman of the team that will perform the work, and retains all other copies. Records the cost of time, labor and material. Upon receipt of completed Work Requests from the shops, record all pertinent information in the GMMS system and files the completed Request in the appropriate facility folder. 30%
- C. Prepares Buildings and After Hours access requests, tools, equipment, and property issue or transportation, for approval. 10%
- D. Assists work order clerk with logistics for TDY personnel both inbound and outbound. 5%
- E. Answers telephone calls for the Facility Management Section. Perform other duties as assigned by supervisor. 5%