

## **JOB DESCRIPTION**

- Maintenance Service Representative
- Works under the direct supervision of the Maintenance Service Representative Supervisor or Work Control Center Manager.
- Serves in the Engineering and Maintenance Department at either Ronald Reagan Washington National Airport (DCA) or Washington Dulles International Airport (IAD).

Serves as a point of contact (POC) for service/maintenance requests. Receives, processes, and follows up on service/maintenance work requests on behalf of the Engineering and Maintenance Department utilizing the Department's Computerized Maintenance Management System (CMMS). Performs related functions.

## **GENERAL RESPONSIBILITIES**

- Staffs the work order desk. Receives work order requests in person or through radio, telephone, and written/electronically submitted.
- Clarifies work requirements prepares/edits the request. Logs requests and reviews logs from other shifts to identify items that need work requests.
- Determines work request service priority and identifies general actions needed and appropriate service organization(s). Enters information about the work, the requestor, the shop(s) assigned, and the projected completion date into the CMMS.
- Obtains final approval and routes work order requests to maintenance shop(s)/contractor(s). Tracks high priority work orders and keeps the supervisor and requestors informed of status.
- Reviews work order requests received at the work order desk after normal hours; checks phone messages for orders, inputs information into CMMS, and notifies maintenance shop(s)/service contractor(s) of work orders.
- Tracks the computerized monitoring system for the elevators, escalators, and moving walkways in the Terminal, Concourses, and tunnels. Enters alarms into the CMMS system, dispatches the service contractor to the unit, and emails the COTR regarding the alarm.
- Responds to the red alert phone calls, documents calls in the CMMS, and makes appropriate notifications.
- Assists users with CMMS data entry and information retrieval including advising the shops on the daily operation of the CMMS. Updates CMMS records; scans and saves documents and creates and maintains documentation.
- Compiles various reports including, but not limited to, daily work order report. Performs quality checks on all work order requests entered during normal shift.
- Tracks the computerized monitoring system for the elevators, escalators, and moving walkways in the Terminal, Concourses, and tunnels. Enters alarms into the CMMS system, dispatches the service contractor to the unit, and emails the COTR regarding the alarm.
- Provides administrative/help desk support to the Airport community as well as other staff of the Maintenance Engineering Division.
- May issue customer service questionnaires, input responses, and produce reports for management. May train other employees on processing work order requests.
- May issue temporary parking permits.
- Performs other duties as assigned.

## **QUALIFICATIONS**

- Four years of progressively responsible experience in receiving, processing, and coordinating maintenance service requests or work orders.

## **KNOWLEDGE, SKILLS AND ABILITIES**

1. Skill in using an automated work order entry system.
  2. Ability to clarify work request or preparing/editing work orders.
  3. Ability to perform detailed analysis of data and information, and make recommendations.
  4. Ability to interact with business contacts in a professional, customer-service manner.
  5. Skill in using a computer and modern office software, with an emphasis on spreadsheet software and an automated work order system.
- Ability to speak and write effectively.

## **PREFERRED QUALIFICATIONS**

- Experience using knowledge of building maintenance trades or an automated maintenance management system.

## **EDUCATION**

- A high school diploma, a Certificate of General Education (GED), or an equivalent combination of education, experience, and training.

A fully equivalent combination of education and training beyond what is needed to satisfy the education requirement may be used to substitute for up to two of the four years of experience. For example, an associate's degree may substitute for two years of experience.

## **CERTIFICATIONS AND LICENSES REQUIRED**

- A state driver's license in good standing.

## **NECESSARY SPECIAL FACTORS**

- May be required to work shift work.
- Subject to shift hold-over and recall on a 24-hour basis for essential services and emergencies.
- Work requires the ability to work independently with minimal supervision.
- Work is typically reviewed in progress and upon completion for quality, quantity, timeliness, teamwork, customer service, and other factors.
- May be subject to some job pressure from requests for priority and emergency work.