SCHOOL OF NURSING
UNIVERSITY OF ALABAMA AT BIRMINGHAM

Position Description
OFFICE SERVICES SPECIALIST III – CONCIERGE

UAB Employment Site #T59930

SUMMARY:
Under minimal supervision, provides hospitality services for students/visitors/employees at the School of Nursing front desk. Examples of these activities are welcoming individuals upon entrance to the SON and acting as the point of reference for visitors who need assistance or information. This position supports the functions of the Facilities Office. The direct report for this individual is the Director of Facilities with a secondary report to the Director of Human Resources and Faculty Affairs. This individual will interface with School of Nursing students, faculty, staff, administrators, and office personnel across the UAB campus. The individual will receive, screen, and route incoming calls for the Facilities office and will troubleshoot and possibly resolve the situation of the call if applicable. Schedules SON classrooms and conference rooms as assigned. Manages printers and other equipment as assigned. May perform other duties of a routine or non-routine nature as required by the Director of Facilities. Discretion and judgment should be used when planning and organizing work.

RESPONSIBILITIES:

1. Responsible for answering SON facilities office phone line, and then working with the SON facilities team, other SON departments, and other campus entities to triage/resolve caller problems/issues in a timely and efficient manner.
2. Responsible for submitting work orders to Campus Maintenance, Building Services, Grounds, Desktop Support, Key Control, Telecommunications, and a wide variety of other campus entities. This individual will also be responsible for managing and tracking these work orders through completion.
3. Prepares and processes Oracle requisitions and purchase orders as authorized.
4. Under the direction of the Director of Facilities, this individual will serve as a point of contact for scheduling SON conference rooms and classrooms in certain situations.
5. Works with the Audiovisual Specialist and Computer Technician to assist with AV support in SON classrooms and conference rooms on an as needed basis. This may include after hours or overtime work in unique situations.
6. Responsible for managing the student print/copy/scan kiosk and troubleshooting issues as they arise. This includes communicating with the vendor and tracking all issues until the kiosk is operational.

UAB is an Equal Opportunity/Affirmative Action Employer committed to fostering a diverse, equitable and family-friendly environment in which all faculty and staff can excel and achieve work/life balance irrespective of race, national origin, age, genetic or family medical history, gender, faith, gender identity and expression as well as sexual orientation. UAB also encourages applications from individuals with disabilities and veterans.
7. Responsible for entering and tracking all reported issues to ensure completion. This includes escalating issues to the Director of Facilities when needed/appropriate.

8. Participates in SON Event Planning meetings

9. Responsible for contacting SON Faculty and Staff when students or visitors need access or have meetings in areas of the SON they do not have authorization to.

10. May assist with room set-up/break-down for SON events or projects

11. Assists with projects as directed such as monitoring AEDs, room usage, etc.,

12. Performs other related duties as directed to support the missions of the School of Nursing.

QUALIFICATIONS:

This position requires a high school diploma and a minimum of four years of progressively responsible administrative support. An undergraduate degree is preferred. The position requires someone have a working knowledge of Microsoft Word, Excel, and PowerPoint. To be successful in this position an individual should possess strong organizational, communication, and interpersonal skills. This role will require a high degree of attention to detail and accuracy. All work performed must be in accordance with SON and UAB policies and procedures and UAB Enterprise Code of Conduct.

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