

<b>POSITION DESCRIPTION, Form 30 - STATE Commonwealth of Massachusetts</b>		Pos. Title Code		
Position Title <b>CAMIS Customer Service/Work Control Coordinator</b>		Agency		
Appro. or Agency Code	Pos. No.	Reg. No.	Salary	Date Prepared
<p>General Statement of Duties and Responsibilities</p> <p>Under the direction of the Maintenance Manager the incumbent performs all coordinator duties necessary for the successful operation of the facility's capital asset management information system (CAMIS), Trains all user departments on all CAMIS procedures and updates.</p>				
<p>Supervision Received (Name and Title of person from whom incumbent receives direction)</p> <p>CAMIS Maintenance Manager</p>				
Direct Reporting Staff		Their Staff		
None		None		
<p>Detailed Statement of Duties and Responsibilities</p> <ol style="list-style-type: none"> <li>1. Perform all coordinator functions / duties needed for the successful operation of the facilities' capital asset management information system. (CAMIS)</li> <li>2. Performs/arranges training for the operation the CAMIS system for all involved staff and departments throughout the facility.</li> <li>3. Receives all facility maintenance related phone calls, faxed messages, radio calls, e-mails or written maintenance requests. Documents, prioritizes (in absence of Maintenance Manager) and distributes request for repairs and other maintenance related activities.</li> <li>4. Generates computer-based (CAMIS) work orders to track work from initial receipt to operational closure.</li> <li>5. Dispatches request to foreman, supervisors, personnel, tradesmen, vendors and contractors.</li> <li>6. Perform supporting duties including, but not limited to, designing and composing documents, folders, reports and spreadsheets.</li> <li>7. Enters, sorts and retrieves data. Creates reports from CAMIS database.</li> <li>8. Performs other facility-related management tasks including, but not limited to, events planning, inventory control, and managing CAD files.</li> <li>9. May supervise employees of a lower level as assigned by Administration.</li> <li>10. May supervise temporary or seasonal employees or volunteers.</li> <li>11. Performs other related duties.</li> </ol>				

This form must be submitted to the Personnel Administrator for every new position title in your jurisdiction and for any substantive change in an established position.

Qualifications required at hire. (List knowledge, skills, abilities)

1. Knowledge of the English language including spelling, word meaning and word usage.
2. Strong analytic skills
3. Ability to generate and interpret reports.
4. Ability to maintain accurate records.
5. Ability to deal tactfully with others.
6. Ability to give written and oral instructions in a precise, understandable manner.
7. Familiarity with Oracle databases and other computer applications.
8. Experience with Oracle report writer (Discoverer)
9. Basic knowledge of maintenance trades.
10. Ability to coordinate schedules, and supervise contractors, vendors, and others.
11. Basic knowledge of the capital asset management information system

Qualifications acquired on job. (List knowledge, skills, abilities)

1. Knowledge of facility/agency specific policies and procedures.
2. Knowledge of the CAMIS system.
3. Ability to operate walkie-talkie and other communication devices.
4. Knowledge of maintenance related activities and terms.

Minimum Entrance Requirements

Applicant must have at least (A) xx years of full-time or equivalent part-time experience in \_\_\_\_\_, or (B) any equivalent combination of the required experience and successful completion of related training / education.

License and/or Certification Requirements

None

Remarks

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Signature of Appointing Authority

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Title

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Agency

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Prepared By

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Incumbent's Initials

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Date

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Supervisor's Initials

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Date