

# The University of Texas at San Antonio

## *Job Description*

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Job Title: Facilities Service Manager  
Code: 15065  
Salary Grade: 59  
FLSA Status: Exempt  
Department/Division: Facilities  
Reports To: Assistant Director of Facilities Customer Services

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## *Summary*

- Function: To provide managerial skills required for the operation of a Facilities Service Center.
- Scope: Responsible for staff supervision, planning of service center activities, work order training, and special projects. Requires decision making based on a thorough knowledge of regulations, policies and procedures.

## *Duties*

- Typical:
  1. Review maintenance and service requests for service for all three UTSA campuses to create work orders that are assigned to Facilities departments for action.
  2. Determines work priorities and schedules. Check for accuracy of the work of other employees.
  3. Suggest and implement processes to facilitate workflow and provide institutional key performance indicators.
  4. Act as liaison between other units and departments within the campus community.
  5. Responsible for the maintenance of detailed reports and records of accounting data to include monthly Interdepartmental transfers for Facilities and other departments as needed.
  6. Responsible for conducting annual capital inventory reports.
  7. Coordinate and conduct work order system training.
  8. Provide institutional performance monitoring, information gathering and reporting.
  9. Responsible for identifying new TMA features/models to meet expanding needs of Facilities.
  10. Perform additional duties as assigned.
- Periodic:

1. Disseminate important policy and procedure information to staff.
2. Perform annual evaluations of assigned staff.
3. Develop ad hoc reports for Facilities departments, leadership, and customers.

***Education***

<b>Required</b>	<b>Preferred</b>
High School Diploma or GED.	Bachelor's Degree from an accredited institution in any field of study.

***Other Requirements***

<b>Required</b>	<b>Preferred</b>
Criminal Background Check and Motor Vehicle Report.	N/A

***Experience***

<b>Required</b>	<b>Preferred</b>
Minimum of five years of experience in work order management, including at least two years of experience as a supervisor. Minimum of five years of experience in a customer service position.	Experience overseeing work order management in a University Facilities environment.

***Equipment***

<b>Required</b>	<b>Preferred</b>
Personal Computers, Microsoft Office software suite, Computerized Maintenance Management System (CMMS), and standard office machines.	Working knowledge of TMA Systems CMMS.

***Working Conditions***

<b>Usual</b>	<b>Special</b>
Usual office conditions.	N/A

***Supervision***

<b>Received</b>	<b>Given</b>
Specific supervision from the Assistant Director of Facilities Customer Services.	General supervision of Facilities Service Center personnel as well as coordination with shop supervisors.

*Accuracy*

Proficiency in all duties performed.
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***Security Sensitive***

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

***Internal Control***

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.