

## POSITION ANNOUNCEMENT

<b>JOB TITLE</b>	<b>HELP DESK CLERK</b>
<b>TYPE OF VACANCY</b>	<b>STAFF</b>
<b>DEPARTMENT</b>	<b>PHYSICAL PLANT DEPARTMENT</b>
<p><b>SUMMARY:</b> The Help Desk Clerk, under the Office of the Director, Physical Plant provides clerical assistance to the Trade Units, manages the help desk and gives clerical support to the front office.</p>	
<p><b>DUTIES &amp; RESPONSIBILITIES:</b> This position will carry out various front office activities including but not limited to the following:</p> <ul style="list-style-type: none"> <li>• Be the first line of contact for the Physical Plant Department;</li> <li>• Efficiently and effectively manage the Physical Plant Help Desk email;</li> <li>• Prepare work orders and warehouse forms as required;</li> <li>• Receive complaints/requests via telephone/walk-in clientele;</li> <li>• Distribute work orders/complaints to the relevant Asst. Directors/Supervisors/Maintenance Team;</li> <li>• Track work orders in the system to ensure job completion in a timely manner.(All outstanding matters should be referred to the relevant Supervisors/Asst. Directors);</li> <li>• Monitor outstanding work orders and provide update to customers;</li> <li>• Respond effectively to all telephone queries and complaints using effective listening, questioning and problem solving skills;</li> <li>• Prepare Weekly and Monthly Work order reports;</li> <li>• Record and monitor all work orders and supplies requisitioned from the warehouse and provide a monthly report to the supervisor;</li> <li>• Make recommendations to improve the efficiency and effectiveness of the Help Desk;</li> <li>• Assist with typing requisitions, forms, and routine correspondence, as requested;</li> <li>• File requisitions, memos, forms, etc. on a weekly basis;</li> <li>• Provide relief services for Reception Desk when necessary.</li> </ul>	
<p><b>KNOWLEDGE, SKILLS &amp; ABILITIES:</b></p> <ul style="list-style-type: none"> <li>• Ability to deal tactfully, calmly and professionally with a wide range of people from without and within the organization;</li> <li>• Ability to effectively work in a team environment;</li> <li>• Demonstrate excellent written and verbal communication skills, including the ability to successfully communicate with the public, other employees and vendors;</li> <li>• Ability to work under pressure, multi-task and handle a high volume of clients;</li> <li>• Proficient in Microsoft Office Software.</li> </ul>	

**POSITION ANNOUNCEMENT**

<b>QUALIFICATIONS:</b>	
➤ Office Assistant's Certificate, OR approved equivalent as for CSS-1 AND five (5) years relevant work experience or Associate Degree in relevant area".	
<b>Reports to</b>	<b>Administrative Assistant, Physical Plant Department</b>
<b>Salary Range</b>	<b>\$19,570 x \$500 - \$29,070</b>
<b>Salary Scale,</b>	<b>CSS-2</b>
<b>Application End Date</b>	<b>November 17, 2017</b>
<b>Date Published</b>	<b>November 3, 2017</b>
<b>Date to be Removed</b>	<b>November 18, 2017</b>
<b>Required Information:</b>	
Interested applicants should send the following via email to the address below:	
<ul style="list-style-type: none"> <li>• A letter of interest (highlighting, work experience and accomplishments relevant to the position)</li> <li>• Current Curriculum Vitae or Resume</li> <li>• Copies of Qualifications/Degree(s) earned</li> <li>• At least three (3) written professional references</li> </ul>	
Email Address: <a href="mailto:hrapply@ub.edu.bs">hrapply@ub.edu.bs</a>	
<b>Attn:</b> Vice President, Human Resources University of The Bahamas	
<i>The above statements are intended to describe the general nature and level of work to be performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the Help Desk Clerk in the Physical Plant Department.</i>	