



T U L S A

PUBLIC SCHOOLS

**Job Title:** Work Order Clerk

**Department:** Maintenance  
**Reports To:** Director of Maintenance, Grounds & Plant Operation  
**Grade:** CA-11  
**Number of Days:** 12 Months  
**Security Access:** None  
**Current Date:** October 25, 2012  
**Overtime Status:** Non-Exempt

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**Job Objectives:** Essential job function is to support the needs of the staff to ensure complete and detailed reporting for the maintenance and operation through consistent communications and documentation of work orders district-wide. Assume general duties of receptionist when needed and perform other administrative tasks as assigned.

**Minimum Qualifications:**

- High School Diploma, GED, or equivalent.
- Computer, Web and Office Software.
- Ability to communicate on a professional level (verbal & written).
- Good Interpersonal & Organizational skills.
- Detail Oriented.
- Positive Demeanor/Attitude/Image.

**Responsibilities and Essential Functions:** The following duties are representative of performance expectations. A reasonable accommodation may be made to enable a qualified individual with a disability to perform essential functions.

- Develop and maintain necessary skills to assist management and support staff by prioritizing various work assignments and clarifying instructions as needed.
- Answer incoming calls in a timely matter.
- Assist when needed to process emergency needs.
- Ensure all messages are properly forwarded to appropriate personnel within specified time frame.
- Process online and call in work order requests and distribute to the appropriate shop in a timely matter.
- Process and distribute Work Order requests and in a timely matter.
- Process completed Work Orders and report missing and or unfulfilled data to shop Manager/Supervisor/Foreperson on a periodic basis as directed by management.
- Maintain and Forward all Facet requests to the appropriate desk for processing.
- Forward all Planned and Preventative Maintenance request to the appropriate desk for processing.
- Assist requestors and troubleshoot online web requestor issues as needed.

- Contact appropriate Supervisor/Manager immediately regarding all emergency issues.
- Retain documentation of all transactions.
- Must maintain a clean and professional work place.
- Assume general duties of receptionist when needed.
- Perform other tasks as assigned and requested by the Director.

**Skills and Abilities Required:** The following characteristics and physical skills are important for the successful performance of assigned duties.

- Excellent Communication.
- Working knowledge of Excel & Internet.
- Type 50 words a minute.
- Telephone etiquette.
- Human Relation Skills

**Supervisory Responsibility:** Does not directly supervise any individuals.

**Working Conditions:** Exposure to the following situations may range from remote to frequent based on circumstances and factors that may not be predictable.

- Office.

Tulsa Public Schools is an equal opportunity employer offering employment without regard to race, color, religion, gender, national origin, age, sexual orientation, or disability. This job description summary does not imply that these are the only duties to be performed. This job description is subject to change in response to funding variables, emerging technologies, improved operating procedures, productivity factors, and unforeseen events.