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## Auburn University Job Description

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|--------------|------------------------------|-------------|---------------------|
| Job Title:   | <b>Supv, Work Management</b> | Job Family: | No Family           |
| Job Code:    | <b>NB35</b>                  | Grade 30:   | \$28,000 - \$46,700 |
| FLSA status: | Non-exempt                   |             |                     |

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### Job Summary

Provides on-site supervision for the Work Management department as a centralized communications point for facility-related questions to all Auburn University faculty, staff, and students.

### Essential Functions

1. Plans and oversees daily operations of the Work Management office to ensure that calls are handled in a timely manner.
2. Coordinates with other departments to ensure accurate budget documentation is collected for special and routine work orders.
3. Answers multi-line phone system, receives work requests or information regarding problems, and relays information to appropriate Facilities Division staff.
4. Notifies appropriate parties of outages on campus prior to the service outage or immediately, if an emergency situation arises.
5. Coordinates with answering service to ensure that phone calls are answered during off hours, weekends, and holidays.
6. Communicates with others orally and in writing in order to keep them informed of work activities and progress and to answer questions.
7. Maintains computer database for work activities, reports and equipment for accountability.

### Supervisory Responsibility

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

*The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.*

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### Minimum Required Education and Experience

|                          | <u>Minimum</u> | <u>Focus of Education/Experience</u>               |
|--------------------------|----------------|--|
| <b>Education</b>         | High School    | High School Diploma or equivalent                  |
| <b>Experience (yrs.)</b> | 5              | Experience in office administration and operations |

#### Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

#### Substitutions allowed for Experience:

When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

#### Minimum Required Knowledge

Knowledge of work management operations. Developed supervisory skills.

#### Certification or Licensure Requirements

None Required.

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### Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires sitting, talking, hearing, .

Job occasionally requires standing, walking, reaching, handling objects with hands, .

Vision requirements: Ability to see information in print and/or electronically.

Date: 1/5/2012

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