



RIALTO UNIFIED SCHOOL DISTRICT CLASSIFIED

MAINTENANCE SUPPORT TECHNICIAN

DEFINITION:

Under the direction of an assigned Administrator or Supervisor, plan, organize, coordinate, review and control maintenance work requests for routine and emergency repairs; responsible for monitoring and prioritizing work orders generated through the Maintenance and Operations work order system; perform complex and technical clerical tasks; perform other job-related duties as assigned and/or as required.

ESSENTIAL DUTIES:

- Oversees the day-to-day process of the Maintenance and Operations work order system.
- Receives, reviews and prioritizes work order requests.
- Schedules and distributes work order requests to vendors as appropriate.
- Coordinates work order requests with service area leads, District and County classrooms.
- Provide temporary solutions with issues, concerns or questions regarding work orders and scheduling.
- Prepare and execute work order training sessions for staff.
- Perform a variety of diversified clerical duties in support of an assigned District division, department or school office, including typing, filing, duplicating and distributing materials.
- Compile information and prepare and maintain a variety of records and reports related to assigned programs and activities; review and verify accuracy and completeness of various documents; establish and maintain filing systems; verify and process forms and applications as needed.
- Assist in typing letters, lists, memoranda, bulletins, reports, requisitions, flyers, forms or other materials from detailed or rough copy; compose routine correspondence; proofread completed typing assignments.
- Serve as receptionist, answering telephone calls and directing calls to appropriate personnel; take and relay messages as appropriate.
- Receive, greet and direct visitors; respond to inquiries and provide a variety of general information to personnel and the general public related to department or program activities, policies and procedures.
- Perform customer service duties including assisting customers in person, via email and by telephone, receiving and providing customer service information, preparing and processing billings and maintaining related records and files.
- Input data into an assigned computer system; maintain automated records; generate computerized lists and reports as requested; review input and output data for accuracy.
- Operate a variety of office equipment including a computer and assigned software.
- Communicate with personnel and outside agencies to exchange information and resolve issues or concerns.
- Schedule and arrange appointments, conferences, trainings and meetings as directed; maintain calendars.
- Process requisitions and verify invoices as assigned; monitor office or program expenditures; maintain records.
- Perform other job-related duties as assigned and/or as required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Modern office practices, methods, and procedures.
- Appropriate English usage, spelling, grammar, punctuation, and mathematical concepts.
- Time management.
- Standard office machines and equipment, computers and applicable software.
- Operational procedures, policies, rules, and regulations specific to the assignment.

ABILITY TO:

- Perform complex and technical clerical work with accuracy and attention to detail.
- Prepare clear and concise reports.
- Interpret legal mandates, District policies, rules, and regulations accurately and apply them to a variety of operational procedures.
- Organize and coordinate the workflow of the unit effectively.
- Operate a computer and use appropriate software applications effectively.
- Understand and follow oral and written directions.
- Develop project timelines and meet deadlines.
- Establish and maintain cooperative working relationships.

EXPERIENCE AND EDUCATION

EDUCATION:

Verification of a High School diploma, a GED certificate, or a higher degree.

EXPERIENCE:

Three years of related clerical or secretarial experience. Recent job-related experience within the last five years is required.

LICENSES, CERTIFICATIONS AND OTHER REQUIREMENTS:

Verification of a valid California Motor Vehicle Operator's License.
Insurability by the District's liability insurance carrier may be required.

PREFERRED QUALIFICATIONS:

Experience working in a school office or educational organization is preferred, but not required.
Coursework or training in business practices, word processing, automated record management, storage, and retrieval systems is preferred, but not required.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor, office work environment. Fast-paced work environment with changing priorities.

PHYSICAL ELEMENTS:

The physical requirements indicated below are examples of the physical aspects that persons within this position classification must perform in carrying out essential job functions.

- Will frequently exert up to 20 pounds of force to lift, carry, push, pull or otherwise move objects.
- Will stand, walk, and sit most of the time, but may walk or stand for brief periods of time will occasionally be required to bend, stoop, crouch, kneel, reach above shoulder level, and/or to ascend and descend a step stool or step ladder.
- Must possess the ability to hear and perceive the nature of sound.
- Must possess visual acuity and depth perception.
- Must be capable of providing written and oral information, both in person and over the telephone.
- Must possess the manual dexterity to operate business-related equipment and to handle and work with various objects and materials.

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

POTENTIAL HAZARDS:

N/A

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