



Loudoun County Public Schools

HUMAN RESOURCES AND TALENT DEVELOPMENT

JOB CLASS SPECIFICATION

Certified: 1/4/2024

Maintenance Control Clerk

Pay Scale: B

Level: 7

FLSA Status: Non-Exempt

Job Family: Facilities Services

Primary Location: Facilities Services

Department Overview

The Department of Support Services supports the learning environment by providing high-quality, safe, comfortable, well-maintained educational facilities and grounds, and safe student transportation. Providing timely, responsive, effective, and professional support to our students, teachers, staff, and community is our department's goal and one of our core values. The department includes the following teams: Construction Services, Environmental Health and Safety, Facilities Operations, Management and Coordination, Planning and GIS Services, Sustainability, and Transportation.

Job Overview

This is technical clerical work involving data entry and work assignments in a work order information management system. An employee in this class is responsible for ensuring that all work requests are accurately entered into the work order information management system and properly coded for action. The employee must be able to differentiate situations requiring immediate attention from those requiring routine attention. The employee will interface daily with school administrators and staff, maintenance supervisors and technicians, and the general public via telephone and email to deal with school facility-related issues.

Roles and Responsibilities

The following information is intended to describe the overall nature and scope of the work being performed. This is not a comprehensive listing of all responsibilities or tasks; work may differ and other work may be assigned when deemed appropriate.

- Processes daily work requests and submits electronically from schools and administrative facilities in the computerized work order information management system
- Creates work requests in the work order information management system to address facility maintenance requirements
- Audits completed work requests to ensure technician time and material costs have been documented prior to closing out the electronic work request
- Generates reports and data metrics from the work order information management system; prepares periodic and special reports regarding maintenance technician work metrics and costs
- Advises school staff and maintenance technicians regarding the status of work requests

Qualifications

Below are the minimum qualifications for this job. Equivalent combinations of education and experience are also acceptable.

Education

High School Diploma or GED

Experience

Experience in performing clerical work on an information management system; or any equivalent combination of education, experience, and/or training to demonstrate the standards, concepts, and guidelines to perform the responsibilities of the position

Licenses and Certifications**Knowledge, Skills and Abilities**

- General knowledge of real property maintenance and facility operations requirements
- Ability to use standard office equipment including desktop computers and scanners; familiarity with standard office software to include the use of spreadsheets and word processing systems
- Ability to search for, select, compile, and summarize data; to interpret and apply instructions and guidelines to specific situations; to maintain confidentiality
- Able to prioritize and execute tasks in a customer service focused environment
- Excellent interpersonal, written, and oral communication skills

Physical Requirements

The following provides a brief description of physical requirements for this job:

While performing the duties of this job, the employee is regularly talking, expressing or exchanging ideas by means of the spoken word. The employee must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly. The employee must possess normal cognitive abilities including the ability to learn, recall and apply certain practices and policies. Frequently sitting and/or remaining in a stationary position for long periods of time. Exerting up to 25 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Equal Opportunity Employment

The Loudoun County School Board seeks to cultivate a high performing team of professionals focused on its mission and goals. The School Board values merit and excellence within its workforce and encourages the highest levels of professionalism for all its employees.

The School Board also recognizes and values the diversity of the students and broader community it serves and encourages diversity within its workforce.

The Loudoun County School Board is an Equal Opportunity Employer. The School Board does not discriminate against qualified applicants or employees on the basis of actual or perceived race, national origin, ancestry, color, sex, sexual orientation, gender identity, pregnancy, childbirth or related medical conditions, marital status, age, religion, disability, genetic information, veteran status or any basis protected by law.

ADA Accommodations Disclosure

Under the Americans with Disabilities Act (ADA), Loudoun County Public Schools is required to provide reasonable accommodations to qualified employees with disabilities, unless doing so would pose an undue hardship. Qualified employees are those who hold the necessary education, skills, and experience for the job; and who can perform its essential responsibilities, with or without an accommodation.

Essential Personnel Disclosure

Employees who perform the responsibilities of this job are considered essential personnel. Essential personnel are designated employees who must report for work during a delay or emergency situations. A workplace emergency is an unforeseen situation that threatens the staff, pupils, or the public; disrupts or shuts down business operations; or causes physical or environmental damage. Emergencies may be natural or manmade. It is incumbent upon the supervisor to

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inform and confirm which essential personnel are required to work during emergency closings. Notification and confirmation of the expectation of essential personnel to report to work, or maintain as-needed status, will be executed with as much advanced notice as possible via in-person communication or email.