

Position Title	Client Services Officer
Group/Portfolio	Corporate Services
Classification	HEW 4
Position Number	00041297
Reports To	Facilities Manager
Employment Type	Continuing

1.0 Position Purpose

- This role is primarily responsible for the coordinating of maintenance or other facilities services requests and activities and ensuring they are processed efficiently through the CMMS to facilitate effective scheduling of campus maintenance teams. Work as an effective team member of the Corporate Services team and provide administrative support as directed.

2.0 Eligibility Requirements

- Associate Diploma level qualifications and experience in purchasing, accounts payable and administration, or an equivalent combination of relevant skills, knowledge and experience.

3.0 Key Responsibilities

- Provide client support for the Campus Life Facilities Help Desk function, creating and maintaining Service Requests including scheduling in Computerised Maintenance Management System (CMMS) and facilitating an appropriate response to Priority One calls.
- Provide accurate, timely responses and solutions to queries on the general daily operations of Campus Life (Facilities), including monitoring shared email inbox.
- Effective and accurate data entry into corporate systems and local databases including Minor Works projects and Security/Access.
- Schedule, issue and close out work requests in the Computerised Maintenance Management System ensuring all relative fields are completed, coding is accurate and requests allocated efficiently to trades staff.
- Monitor work request inspections and generate monthly CMMS reports, and assist with vendor queries on outstanding items and any other administrative duties as required.
- Process purchase requisitions, and procurement cards (visa or other university cards and charges), and ensure all transactions are performed in

accordance with relevant policies and procedures..

- Lead and promote compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same
- Be a leading example of the principles and values embodied in the University's Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

4.0 Key Capabilities

- Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.
- To read about some of the non-technical organisation skills for this position, please see the [Leads Self](#) section of our Capability Development Framework.