

**Nipissing University**  
**JOB DESCRIPTION**

<b>JOB TITLE:</b>	Facilities Clerk
<b>DEPARTMENT:</b>	Facilities
<b>CLASSIFICATION:</b>	Clerk B
<b>WAGE GRADE:</b>	WG 30
<b>EMPLOYMENT DEFINITION (STATUS):</b>	Full-time Support
<b>SUPERVISOR (POSITION TITLE):</b>	Facilities Administrator

**SUMMARY OF FUNCTIONS:**

Reporting to the Facilities Administrator, the Facilities Clerk serves as a welcoming and professional first point of contact for students, faculty, staff, and visitors to the Facilities Department. The position provides Facilities office support, clerical, and customer service assistance to the department, including responding to inquiries, maintaining records, supporting key and access processes, and processing room and space booking requests in accordance with established procedures.

**DUTIES & RESPONSIBILITIES:**

**Facilities Office Support**

**(50%)**

- Respond to general inquiries and service requests, refer individuals to appropriate policies, procedures, services, or personnel, and provide follow-up information regarding maintenance, caretaking, or other Facilities-related matters as required
- Assist the Facilities Administrator and Facilities staff by tracking daily priorities and flagging important items or scheduling conflicts
- Schedule appointments and arrange meetings, including space, audio-visual requirements, and special requests, for the department
- Maintain information related to office access, hours of operation, and staff availability
- Assist the Facilities Administrator with processing daily requests related to maintenance, housekeeping, repairs, event set-up, and other Facilities matters
- Maintain and monitor full-time faculty mailbox assignments, update related records, and process part-time faculty office allocations
- Use maintenance Connection software by entering and updating data, submitting service requests and work orders, and checking status updates or work order information as required
- Communicate updates on work orders to relevant staff and partners when requested
- Assist the Facilities Administrator with maintaining project planning data and gathering information on selected topics
- Assist with office move arrangements and related communications with affected personnel
- Support updates to the Facilities Department website, departmental databases, and records, including Infosilem, Maintenance Connection, and key control systems, in support of operational requirements
- Act as recording secretary for meetings chaired by Facilities staff, and prepare and distribute minutes to committee members as required
- Coordinate travel arrangements for Facilities staff
- Support the processing of expense statements for Facilities staff for submission to Finance
- Provide forms and general instructions on their completion to faculty, staff, and student employees

- Maintain electronic and paper filing systems and archives, and retrieve files, correspondence, documents, and archived information as required
- Provide clerical assistance, such as typing and photocopying, and compose and type correspondence on behalf of the Facilities Department as required
- Assist the Facilities Administrator with parking allocations
- Prepare, update, and maintain procedural manuals and related office reference materials
- Maintain General Notice bulletin boards
- Replenish office supplies

#### **Key and Access Processing**

**(30%)**

- Issue, track, and collect physical keys, fobs, and swipe card access for faculty, staff, students, contractors, and external users, and maintain accurate records from issue to return
- Enter, update, and verify access permissions for keys, fobs, and swipe cards in accordance with approved requests and established procedures
- Assist with temporary access arrangements required for emergencies, holidays, conferences, and special events, in coordination with Security Services.
- Monitor key, fob, and swipe card records and follow up on overdue returns or discrepancies

#### **Room & Space Booking Processing**

**(30%)**

- Process day-to-day room and space booking requests submitted through the centralized booking form, review request details, and route requests to the appropriate department in accordance with established policies and procedures.
- Identify scheduling conflicts and provide available alternatives in accordance with established booking procedures
- Verify completeness and accuracy of submitted booking information and follow up with requestors to obtain missing or additional details as required
- Communicate booking confirmations, changes, or issues to requestors and relevant departments in a clear and timely manner
- Communicate with internal departments to support the processing of specialized booking requests, including academic space, events, and recreation facilities
- Identify and escalate complex or unclear requests where requirements fall outside established guidelines or may impact operational priorities
- Process approved event set-up requests by entering and maintaining accurate booking details in the shared calendar

**Other duties as assigned.**

#### **QUALIFICATIONS:**

**Education:** Two-year office administration diploma from a recognized college preferred

*Training and/or experience may be substituted for formal academic training at the discretion of the University.*

#### **Training, Experience, Knowledge & Skills Required:**

- One to three years of relevant experience
- Experience in a post-secondary educational setting would be an asset

- Experience using computer applications, including Microsoft Office, Ellucian, SharePoint, Adobe, internet, email, database/data management systems, digital filing systems, and telephone/voice information systems
- Knowledge of post-secondary policies, procedures, and administrative practices
- Tact, diplomacy, and the ability to use discretion and maintain confidentiality
- Excellent interpersonal, oral, and written communication skills
- Excellent organizational, prioritization, and time management skills, with the ability to adapt to changing priorities and urgent requests
- Ability to assess situations, determine appropriate responses, and identify when matters should be referred or escalated
- Strong attention to detail and ability to maintain accuracy
- Ability to work independently and demonstrate initiative with minimal supervision

**RELATIONSHIPS/CONTACTS:**

**Supervised by:** Facilities Administrator

**Internal Contacts:** Faculty, staff and students

**External Contacts:**

- General Public
- Consultants
- Ministry Representatives
- Contractors
- Other service providers

**MATERIALS UTILIZED:**

- General office equipment

**PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:**

- Some visual and mental concentration
- Frequent and unexpected interruptions
- Fast-paced environment with tight deadlines

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**I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all my responsibilities as herein described.**

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Employee Name (Please Print)

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Employee Signature

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Date

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## Approvals

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Supervisor

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Date

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Human Resources

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Date