

**Job Title: Service Staff**  
**Compensation Rate/Grade: Grade 4**  
**Department: Facilities Services**  
**Updated: January 2020**

**Essential Functions:**

- Representative Duties: conference set-ups, furniture movement, maintenance (painting, minor equipment repairs, hardware, etc.), receiving and delivery functions, grounds maintenance, snow removal, general policing/cleaning of all properties, window cleaning.
- Ability to perform heavy manual labor for extended periods, at times under inclement weather.
- Provide quality customer service to faculty, staff, students and campus visitors.
- Commit to being assigned as an essential employee, meaning you may be required to work when others are excused.
- Use of technology, such as email, smart devices (ex: iPad, iPhone), work order system/programs.
- Enforce and support policies established by the Facilities Services leadership.
- Work with and lead the activities of student staff.
- Attend to Facilities Services related emergencies when necessary.
- Attend safety meetings and other related meetings.
- Perform other related duties as required.

**Required Qualifications:**

- Ability to read and interpret instructions, labels, safety precautions, etc.
- Ability to work well with others and to maintain positive customer relations.
- Satisfactory work record including favorable attendance record.
- Demonstrated ability to work with minimum supervision.
- 4 years experience as Service Staff – grade 3 and successful completion of progression test.
- Complete lift training and obtain certification, as provided by the university.
- Willingness to work off shifts, holidays and overtime as necessary.

**Physical Demands:**

- Ability to lift up to 70 lbs.
- Ability to perform manual labor, including bending, twisting, stooping and reaching as needed.
- Work at heights up to 70 feet in confined spaces and during inclement weather.
- Ability to work outdoors and/or in unairconditioned buildings, at university events, as required.
- Perform work duties/responsibilities for extended periods of time (approximately 12 hours/day) even during inclement weather.
- To perform this job successfully, an individual must be able to perform each essential function satisfactorily. Must have the physical stamina to work long hours and/or more than 5 days per week. The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.