

**DESCRIPTION:** This is highly responsible and detailed clerical work within a maintenance division or department. Work involves distribution of information and messages by direct personal, written, two-way radio, or telephone contact.

An employee in this role has general responsibility for receiving, recording, and relaying work orders to appropriate maintenance sections or crews. Work is performed under general supervision according to established procedures.

**RESPONSIBILITIES:**

- Receives, records, and distributes work orders to service crews upon requests for maintenance service or repair work from owners, guests, and other departments.
- Records information such as name, property, type of work requested or service to be rendered.
- Receives and handles verbal and written orders from departments requesting maintenance service or repair work and relays requests to appropriate maintenance personnel.
- Relays messages and special instructions to maintenance crews via two-way radio.
- Keeps record of service and maintenance calls and work orders.
- Maintains files on all specific, standing work orders and related information and documents.
- Operates standard office equipment such as computers, phone systems, and copiers.
- Assists in compiling reports related to the unit's activities.
- May interact with vendors in matters regarding supplies and materials.
- Performs related work as required.

**EXPERIENCE:**

- Prefer at least two years' experience in property management, maintenance, dispatcher role, or combination of the above.
- Knowledge of computer based operations and associated programs
- Proficient in Excel, Word, and proven ability to learn new software.
- Property management experience is preferred.

**SKILLS:**

- Attention to detail is a must.
- Must be efficient and a quick learner.
- Must be able to handle themselves with composure in a high stress environment.
- Must be able to manage time and prioritize effectively.