Public Works Commission
Of the City of Fayetteville, North Carolina 28302

Position Classification Plan
Job Description

TITLE: WORK ORDER CLERK GRADE: 404

TITLE ABBREVIATION: WORK ORDER CLRK EEO CODE: 6 CODE: CO121

FLSA CODE: HR REVIEWED DIR HUMAN RESOURCES: DATE:

DIVISION: VARIOUS DEPARTMENT: VARIOUS

SUPVR'S TITLE: VARIOUS APPRVD CEO/GM: DATE:

SUMMARY OF RESPONSIBILITIES: This class is responsible for performing support functions in either the Electric Systems or Water Resources Divisions. Responsibilities include, but are not limited to, inputting/compiling data; generating a variety of reports/technical data; researching information; processing/checking/updating work orders to furnish records for PWC job cost system; recognizing inconsistencies and following through; preparing estimated costs of job from information on source documents; creating assemblies from information provided; checking entries; preparing individual reconciled work order recapitulation documents, from information provided, for submission to property records system. Operating under general supervision of the designated supervisor, work is performed in accordance with established policies and procedures. May serve as back-up to other positions in the office. Performs related work as required.

ESSENTIAL FUNCTIONS:

1. Adheres to safety rules; no lost time accidents occur;
2. Provides input into departmental/divisional objectives/long range plans; provides input into annual work plan/programs, as appropriate;
3. Creates/maintains an environment conducive to good employee/management relations; recognizes the rights/position of employees; assumes responsibility for addressing problems affecting employee/management relations, with immediate supervisor;
4. Assumes responsibility for personal productivity and quality of work; recognizes/communicates problems and suggests solutions to supervisor;
5. Compiles data; prepares/submits accurate/timely reports, as assigned; maintains records;
6. Maintains 98%, or greater, attendance percentage average for four (4) quarters of performance review period;
7. Assumes responsibility for managing personal time/schedules/deadlines; advises supervisor of any conflict which may inhibit departmental obligations;
8. Responds to customer’s (internal and/or external) concerns and complaints in a professional/timely manner; refers concerns/complaints to supervisor, when appropriate; maintains composure at all times;
9. Interacts with other departments, divisions, and/or other utility agencies; assures information that affects other employees, departments, and/or divisions is communicated to the proper recipients, appropriately;
10. Coordinates time off/time away from workstation, when possible, with immediate supervisor and co-worker, to minimize disruptions to the department.
WORKORDER CLERK: continued

EQUIPMENT OPERATED: Computer, calculator, communication equipment, and other equipment, as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES: Good knowledge of safety rules/regulations/procedures, as appropriate; good knowledge of office practices/procedures; good knowledge of terminology used in construction; thorough knowledge of work management information/scheduling system; skill in operating a personal computer and applicable software; skill in keyboarding at a moderate rate of speed; ability to perform accurate mathematical computations using calculators; ability to read and interpret work orders; ability to work up job estimates from annotations provided by others; ability to recognize inconsistencies and follow through; ability to use good judgement in determining acceptable data from a select list of options; ability to maintain files/records in systematic order; ability to research information; ability to prioritize work; ability to follow written and oral instructions; ability to communicate effectively orally and in writing; ability to develop and maintain effective working relationships with all levels of employees.

MINIMUM QUALIFICATIONS: (either)

(A) Graduation from an accredited two (2) year community college or university with an Associate’s degree/certification in business, construction, engineering or related field and a minimum of one (1) year of office experience, which includes using computer applications and keyboarding at a moderate rate of speed; OR

(B) Graduation from high school or possession of a high school equivalency diploma and a minimum of five (5) years of experience as defined in (A) above; OR

(C) An equivalent combination of education, training, and experience as defined in (A) and (B) above.

SPECIAL REQUIREMENTS: N/A

PHYSICAL REQUIREMENTS: Must be able to perform the essential functions of the position.

SAFETY HAZARDS: Minimal.

PROTECTIVE EQUIPMENT: As required in the Public Works Commission’s Safety Manual.

EMPLOYER’S RIGHTS: This job description is general and illustrative of the kind of duties required of this position. It is not exhaustive and does not contain a detailed description of all the duties that may be assigned to the incumbent occupying this position.