

## MAINTENANCE CONTROL PLANNER/SCHEDULER\*

### **Function of Job:**

Under general supervision of designated supervisor, coordinate daily activities and the planning/scheduling of work/personnel for facilities/grounds maintenance including staff forecasting and resource allocation; serve as liaison between facilities personnel and other campus departments, provide back-up support for telephone/radio dispatch coverage; and perform general maintenance work as assigned.

### **Characteristic Duties and Responsibilities:**

1. Develop and monitor schedules for the proper phasing of the work process for campus activities and events to include personnel and equipment by year, month, week and day, utilizing computer applications; provide recommendations for protocol with special events.
2. Review reports for each shift and make recommendations regarding operational issues or corrective actions.
3. Provide support for office communications and materials, such as coordinating schedules for department, responding to requests via letter, memo, email; and organizing and maintaining information, files, and back-up procedures for such information.
4. Continually monitor progress of assigned projects from start to completion, issuing periodic updates to project requesters and coordinating regulatory tracking/notification of college/university officials.
5. Assist in campus-wide notification/communication of utility interruptions for planned or emergency maintenance.
6. Maintain maintenance data, files, documents, records, inventory, and reports as assigned.
7. Assist with the dispatching of work orders and related activities, including receiving calls and determining priorities, verifying data, resolving problems, and coordinating and scheduling additional facilities personnel as required.
8. Supervise, train, evaluate and schedule work for staff as assigned.
9. Recommend/implement procedures to improve efficiency of operations, including long-term plans for repair and renovations.
10. Coordinate, monitor, and facilitate work of outside contractors.
11. Perform all aspects of periodic, preventative and general maintenance as assigned.
12. Serve as primary contact for assigned emergency situations conduct investigations, and take corrective action.
13. Communicate details of campus activities to incoming shift personnel; provide coverage for assigned shift and serve on call as required.
14. Perform other related duties, as assigned.

### **Minimum Acceptable Qualifications:**

1. Associate's degree and two years of related experience and/or training, including supervisory and/or general maintenance experience, or combination of four years higher education/training and related experience.
2. Understanding of multi-trade phasing in complex construction projects.
3. Computer skills as required by department.
4. Supervisory skills.
5. Experience with telephone systems and radio equipment as required by department.
6. Ability to establish and maintain effective working relationships with faculty, staff, students, and the general public.

1/22/04  
System Approval

11/10/03  
Effective Date

\* Revised - Original approved 7/3/85 as "Work Planner/Scheduler"; revised 4/24/90, 7/27/95 and 6/9/00 under current title.

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This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.