AUBURN
Human Resources

Supv, Work Management

Job Description

JOB INFORMATION

Job Code	NB35
Job Description Title	Supv, Work Management
Pay Grade	FM13
Range Minimum	$47,270
33rd %	$56,730
Range Midpoint	$61,460
67th %	$66,180
Range Maximum	$75,640
Exemption Status	Non-Exempt
Approved Date:	9/1/2026 11:24:32 AM

JOB FAMILY AND FUNCTION

Job Family:	Facilities, Maintenance, & Operations
Job Function:	Facilities Services

JOB SUMMARY

Provides on-site supervision for the Work Management department as a centralized communications point for facility-related questions to all Auburn University faculty, staff, and students.

RESPONSIBILITIES

- Oversees daily operations of the Work Management office to ensure that calls are handled in a timely manner. Coordinates with answering service to ensure that phone calls are answered during off hours, weekends, holidays, and game days. Responsible for ensuring the online routing document is accurate to ensure the success of the contracted answering service. Oversees the daily operations and efficient handling of converting emails, phone calls, and ready requests into properly routed work orders.
- Coaches and provides training to personnel to maintain high customer service standards. Acts as the subject matter expert and trainer for all internal software systems including but not limited to AiM, Ready, Online databases, etc.
- Assists front-line with answering multi-line phone systems, receives work requests or information regarding problems, and relays information to appropriate Facilities Division staff.
- Evaluates the performance of department with key metrics (accuracy, call-waiting time, etc.) to measure effectiveness.
- Coordinates with other departments to ensure accurate budget documentation is collected for special and routine work orders.
- Coordinates with internal Facilities Management Staff to ensure the proper routing/obtaining of required signatures for all campus outages.
- Notifies appropriate parties of outages on campus prior to the service outage or immediately, if an emergency situation arises.
- Communicates with others orally and in writing to keep them informed of work activities and progress and answer questions.
- Collects and analyzes statistics and adjusts processes to meet or exceed departmental goals.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
High School Diploma or GED	High School Diploma or equivalent	and	5 years of	experience in office administration and/or call center operations, or work order systems management.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of work management operations.	And
Developed supervisory skills.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
DL NUMBER - Driver License, Valid and in State		Upon Hire	Required	

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting	X					
Climbing		X				
Stooping/ Kneeling/ Crouching		X				
Reaching			X			
Talking					X	
Hearing					X	
Repetitive Motions			X			
Eye/Hand/Foot Coordination			X			

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme heat		X			
Humidity		X			
Wet		X			
Noise		X			
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Vision Requirements:
Ability to see information in print and/or electronically.