



Work Order Clerk Job Description

JL PROPERTIES, INC.
REAL ESTATE DEVELOPMENT & MANAGEMENT

Job Description: Work Order Clerk		Position Type: Hourly Wage	
Department: Distribution		Classification: Non-exempt/ Bargaining Unit	
Location: Anchorage/JBER	Schedule: 40 hours/week	Travel Required: N/A	Revision Date: 2018

Job Summary:

Aurora Military Housing, a leader in the real estate development, construction and property management industry, is committed to providing America's military families with the quality homes and neighborhoods they deserve. We recognize the commitment military families make to our country and respond by providing comfortable homes in friendly neighborhoods.

Employees occupying this classification perform a variety of general administrative functions within the Distribution Section. Work Order Clerks are responsible for working with residents to define and resolve issues; receiving, recording, scheduling and distributing work orders to the maintenance department or vendors upon customers' requests for service in a timely manner.

Distinguishing Characteristics:

The Work Order Clerk performs a variety of property management and administrative functions for Aurora Military Housing. He/She is often the first point of contact to potential tenants, resident tenants, vendors and the Military, and as such, must have a pleasant demeanor, possess strong people skills and the ability to work well with people from diverse social and economic backgrounds. He/She is to conduct business in a manner that attracts and retains residents by performing the general duties and specific duties, as well as any other duties assigned. This is a bargaining unit position.

This position is responsible for various duties relating to maintaining accurate and current tenant accounts, including data entry, generating work orders, and timely communication with appropriate individuals or entities regarding appointment schedules, applicable charges, notices, the status of work order completion, and related information.

Job Duties and Essential Functions:

- Proficient and comfortable with all aspects of the home maintenance process; provide meaningful and relevant information to tenants by phone or email; verbally direct customers through self-help techniques, maintenance processes, and scheduling follow up support in the home, when appropriate.
- Responsible for vendor and tenant follow-up, call-backs, resolving and rescheduling pending work orders, when appropriate.
- Responsible for maintaining accurate tenant accounts and unit files, to include heavy amounts of data entry in computers to include but not limited to entering and updating tenant information, unit information, schedule and input work orders, completing end of day work orders, work order summary lists, and reports as appropriate.
- Responsible for maintaining statistical data as needed, reviewing work orders for accuracy, preparing and inputting tenant/vendor/employee feedback and information to ensure timely work order completion and calculation.
- Complete all company forms governing and documenting work order scheduling, completion, and follow up, as appropriate.
- Diplomatically handle and diffuse sensitive, difficult and disruptive situations that may arise while contending with a significantly high volume of calls, email and in-office contact.
- General customer service duties to include but not limited to answering telephones, assisting with maintenance processes and maintenance work order scheduling, answering questions, and assisting tenants and vendors.
- General administrative duties to include but not limited to filing, reproducing copies, and updating information.
- Prepare and send out mailings as requested.

- Delivering notices, researching specific problems, and reviewing tenant accounts for errors or omissions.
- Occasionally, may be required to cover work hours that are in addition to normally scheduled work.
- Maintain work areas in a safe, clean and organized condition.
- Assist other company departments as scheduled or requested.
- Direct customer requests to appropriate staff member.
- May be required to cover work hours that are in addition to normally scheduled work.
- Participate in work-safety programs.
- Perform other related duties as assigned by the direct supervisor and/or Management.

Minimum Qualifications:

- High School diploma or equivalent
- Valid Alaska Driver’s License
- Ability to be insured by company’s auto insurance
- Twelve months General Office or Customer Service experience
- Knowledge of basic mathematics, writing and reading comprehension skills
- Must possess excellent computer software skills, including Windows, Excel, Word, Outlook and web-based programs
- Experience in residential rental office highly desirable

Tools and Equipment Used:

Motor vehicles, telephones, computers, photocopiers, facsimile machines, and calculators.

Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is frequently required to walk; sit, use hands to finger, handle, or feel objects, equipment, or controls; and talk or hear. The employee is occasionally required to stand; drive; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl.
- The employee may infrequently need to lift, push and or pull up to 30 pounds.

Work Environment:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Work is performed at various locations within the properties managed by JL Properties, Inc., and owned by Aurora Military Housing, LLC, Aurora Military Housing II, LLC, and Aurora Military Housing III, LLC at Joint Base Elmendorf-Richardson, Alaska.
- The employee infrequently works in outside weather conditions.

Supervision Received:

The Work Order Clerk must possess the capability to work independently, under the direct supervisor and/or Management. This position reports directly to the Distribution Manager.

Supervision Exercised:

This is not a normal responsibility of this class, although direction and guidance is exercised over contract service providers and other personnel on specific projects.