JOB DESCRIPTION
The UNIVERSITY of OKLAHOMA

# Work Control Specialist

**Job Code: 0060**

**Salary Grade: S06**

**FLSA Status: Non-Exempt**

*The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.*

## Duties and Responsibilities

Responsible for inputting work requests, Service Unit Requests, and estimates to the department maintenance management system. Responsible for processing service unit requests, preparing service unit project estimates and work orders. Troubleshoots calls and dispatches service personnel to the requesting department. Responds to customer questions.

- Receives and enters into the department maintenance management system all work requests and Service Unit Requests. Contacts the requesting department to obtain any additional information for the work request. Contacts Legal Counsel if work request requires approval. Provides shops with copies of the work request and any other additional information. Maintains Service Unit Requests files.
- Prepares and distributes completed estimate letters to the requesting department for approval. Receives all approved estimates and updates the maintenance management system to indicate the estimates are approved
- Assists with preparing monthly billing for Site Support, Motor Pool, and Landscape. Reviews billing for accuracy and appropriateness. Creates billing reports and exports files to service unit accounting.
- Responds to customer questions regarding service unit requests, work orders, and billing questions. Provides billing backup to customers when requested.
- Answers a multi-line phone system and routes calls to appropriate personnel. Troubleshoots calls and dispatches the appropriate maintenance personnel to the requesting department. Logs calls into the department maintenance management system.
- Reconciles monthly department billing to Financial Services reports.
- Performs related duties as assigned to successfully fulfill the functions of the position.

## Minimum Qualifications

**Education:**

Required: High School Diploma or GED.

**Experience:**

Required: 12 months experience in customer service in an office environment.

**Certifications or Licenses:**

- None

**Verification of education and licensure (if applicable) will be required if selected for hire.**

## Knowledge, Skills, and Abilities

- Knowledge of office procedures
- Basic knowledge of work order systems
- Excellent organizational skills
- Excellent interpersonal and communication skills
- Ability to multitask
- Ability to work as a team player and with minimal supervision

## Working Conditions

Physical:

Sit for prolonged periods.  Communicate effectively and listens. Use of computer and telephone.

Environmental:

Standard office environment.

**Printed Date: 09/13/2026**