

Duke University School of Nursing Job Description
HR Title: Coordinator, Building Support Services
Working Title: Building Support Services Coordinator
Job Code: 1990
Job Level: 10
Updated: 11/23

General Purpose

Coordinate, manage, plan, and monitor a variety of facility operations activities associated with School of Nursing buildings and/or facilities and other SON resources to include general maintenance and upkeep, day-to-day facility operations such as building security, signage, back dock management, housekeeping operations, storage/off-site records management, supply restocking/ordering, checking all lease devices for paper and toner refills as well as ordering refill toners and event management. This position will assist the Director of Facility Operations in the management of SON facilities, strategic planning, building renovation and enhancement projects, move coordination, room scheduling, new hire set-up and/or orientation, safety management, Service Center Management, special events, plus other facility operations activities including working closely with SON departments and personnel, Duke University and Duke Health System support departments, contractors, vendors and others. Serve as essential contact in lieu of DFO absence and assist DFO as necessary.

Supervisor This position reports to the Director of Facility Operations (DFO).

Schedule 100% on-site, Monday – Friday from 7 am – 4 pm. Some evening and weekend hours may be required for special events.

Essential Duties

Facility Maintenance and Upkeep Management

1. Daily inspect facilities and grounds to ensure facilities meet maintenance, cleanliness and set-up requirements, standards and operational fitness for building activities and school mission. Unlock meeting room doors at building opening and ensure common area rooms are in the highest state of readiness. Manage the upkeep of SON faculty/staff lounges & kitchens ensuring employee compliance with space upkeep and ensure support services spaces are well maintained.
2. Coordinate and submit maintenance requests to the Duke Health System Engineering & Operations Department for matters of upkeep, repair, preventive and corrective maintenance. Follow up with departments responsible for timely resolution of requests. Submit small job service requests for facility or space improvements, work life ergonomic issues, office environment/security and office set-up. Follow up with

departments responsible and clients for timely resolution of requests and assist DFO to monitor requests against budget.

3. Inspect of Environmental Services (EVS), FMD, recycling, and others to ensure cleanliness and operational goals and expectations of departments and SON are being met. Meet with departments regularly to monitor progress, address concerns and resolve issues.
4. Coordinate the cleaning schedule and needs with housekeeping supervisor and staff. Also coordinate EMS schedule to reflect cleaning schedule.
5. Manage the gas tanks for CND labs. Coordinate, order, and submit request for adding/breakdown of tanks with Engineering and Operations with Duke Health.
6. Coordinate with Storr as needed for furniture relocation during “winter cleaning” and any other activity that may require assistance.
7. Manage inspections, maintenance, and supplies for AED machines through facilities.

Event Planning Management

1. Determine and execute procedures to manage and provide logistical support for all SON and non-SON Duke special events, conferences, receptions, seminars, ceremonies, special guest lectures, etc. Set up appointments and meet with internal and external clients to determine logistic and set-up needs and requirements for events to include scheduling movers, set-up, strike, staging rooms, catering, registration, deliveries, rentals, building access/hours, housekeeping, etc. as needed.
2. Assist DFO in managing and scheduling events in SON room scheduling tool (EMS) in balance with classes and other regularly scheduled events and building activities per SON Room Reservation Policy and Procedure; and complete associated paperwork/diagrams/floor plans to confirm reservation and event planning checklists.
3. Manage event breakdown and ensure facility and spaces are returned to pre-event status.

Building Security Management

1. Determine policies, per School of Nursing policy recommendation protocols, and manage facility access and security to include the management of the locking and unlocking of SON facility access doors. Review building activity in room scheduling tool to inform requests. Ensure that exterior and interior doors comply with scheduled programming through ProWatch System.
2. Manage personnel access to SON facilities per Facility Security and Access Procedure & protocols.

3. Manage the distribution of physical keys – door, office, furniture, file cabinet; conduct key audits and submit Key Request Forms and lock changes to Duke Key and Lock Shop as needed.
4. Maintain and update the trophy case for faculty literatures and SON building plaques.
5. Assist DFO with the coordination of office assignments for new hired faculty and staff. Perform orientations for new hires with building tours, fire safety, building security, building access, and facility related guidelines.

Resource Storage, Surplus, Long-Term Off-Site File Storage (LTOSFS) Management

1. Follow policies, per School of Nursing policy recommendation protocols, for and manage on-site and off-site resources storage to include furniture, equipment, attic stock, surplus items, etc.; maintaining documentation and audit as required to ensure availability of resources to the school as needed.
2. Manage Long-Term Off-Site File Storage website and manage research, admissions, business office, faculty, staff and other off-site file storage requests, approvals, documentation, record-keeping, and logistics. Ensure website and procedures of LTOSFS program are current, updated and accessible. Train users on how to utilize LTOSFS system for making pick-up requests, return requests, access protocols, expirations and, with DFO, destruction protocols.
3. Manage Surplus with the online Surplus Asset Disposition Tool software.

Move Planning and Management

1. With DFO, coordinate all relocations and moves within and between SON facilities. Arrange movers, provide boxes, recycle, shred-it and trash receptacles and assistance as needed to facilitate move.
2. Supervise and manage vendor to perform all moves and office relocations. Make work assignments for vendor for moves.
3. Oversee office re-assignments, inspect move and interview client to ensure seamless transition and set-up in new space. Coordinate with IT and other Duke departments for move.
4. Assist DFO with training new staff in PhD Program and SON Student Services with web-based locker system for students. Also, problem-solve on any locker code and allocation issues.
5. Assist with telephone/voicemail assignments and resets.

SON Service Center

1. Oversee the SON Service Center operations for quality control and customer satisfaction regarding mail room services and office supply services. Support operations of mail/copy center including distribution of mail.
2. Check supply email daily for requests and follow up with email as needed. Supplies ordered weekly. Assist DFO with approval of weekly orders in Buy@Duke and confirm received items.
3. Replenish paper stock and toner weekly as needed. Submit maintenance tickets for devices as needed and order toner as needed through Myricoh.com

Perform other related duties incidental to the work described herein. The above statements describe the general nature and level of work being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.

Education

Work requires organization, communication, and comprehension skills generally acquired through two years post-secondary education.

Experience

Work requires the ability to plan, implement and coordinate activities involved in building management, facility operations and related ancillary operations, including database management, generally acquired through three years related experience.

OR AN EQUIVALENT COMBINATION OF RELEVANT EDUCATION AND/OR EXPERIENCE