

POSITION DESCRIPTION



SECTION A: Position Context

Position Title	Facilities Officer
Position Grade	E1-T - Officer
Category	Executive
Campus / Unit	Sarawak Campus – Campus Services (CS)
Term of Appointment	Full-time Appointment
Effective Date	June 2024

Position Purpose

The position is an administrative position at the Sarawak Campus. The position will report to the Campus Services Executive (Facilities Services) and will be responsible for areas as designated by Executive and the Manager, Campus Services. These include:

- Housekeeping and security services;
- Dispatch and mails services, sanitisation system, waste disposal and recycling;
- Manage transport service and vehicles, pest control and etc;
- Manage security surveillance system;
- Support the University's events and functions;
- Manage facilities and equipment loan;
- Manage service and tenant contract as well as consumable items;
- Liaise and coordinate with parking tenant on parking management; and
- Provide advice and expert opinion on campus services to the management.

This position will work closely with other staff members on campus.

Participation on Committees

The position will be required to participate on relevant committees as is needed for the efficient performance of duties and as directed by the Campus Services Executive (Facilities Services); or Manager, CS; or by an authorised personnel.

Supervision Reporting Relationships

<u>This</u> position's supervisor/manager	Campus Services Executive (Facilities Services); or any other person as assigned by an authorised personnel
Other positions reporting to <u>this</u> position	None

Location

This position is located at the Swinburne University of Technology Sarawak Campus.

SECTION B: Key Responsibility Areas

The key responsibility areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

KEY RESPONSIBILITY AREAS		
1.	DAILY OPERATIONS AND ORGANISING	<p>Perform first line support covering at least the following fields:</p> <ul style="list-style-type: none"> - Administer security guards, CCTVs, and electronic door access; - Ensure adequacy of cleaning services; - Manage the vending machines; - Manage the parking management services on campus; - Provide support for university events; - Manage the University's fleet of motor vehicles and liaison with external logistic company for alternative logistic options; and - Assist on preparing of business papers and documents for quotations or tenders for contractors.
2.	VENDOR RELATIONSHIP MANAGEMENT	<ul style="list-style-type: none"> • Specify items required and obtain quotations as and when necessary. • Maintain good relationship with vendors.
3.	CUSTOMER SERVICE	<ul style="list-style-type: none"> • Be polite, and courteous to all staff members, students and visitors. Work well with staff members from other units to provide the best customer service. • Provide accurate information, educate and advise staff on Facilities and Services policies and procedures. • Respond to any queries in a timely and polite manner. • Ensure fellow direct reports provide friendly, helpful and responsive services to internal and external customers. • Work effectively as a member of the technical team in providing input, advice and assistance as and when required.
4.	LIAISON AND INTERACTION	<ul style="list-style-type: none"> • Liaise with the other units to ensure delivery of technical services are at satisfactory level to support the operations of the University. • Liaise with the relevant government authorities and statutory bodies in complying with the rules and regulations.
5.	REPORTS	<p>Prepare and provide accurate reports on relevant information as required.</p>
6.	OCCUPATIONAL HEALTH AND SAFETY (OHS)	<p>Assist management in ensuring compliance of all OHS legal and procedural requirements by various stakeholders, including through the following:</p> <ul style="list-style-type: none"> • Execute OHS requirements in respective work areas; • Maintain cleanliness, good housekeeping and overall safe work environment; and • Undertake immediate correction and improvement action on any non-compliance practices, and report all OHS related injuries, ill health or incidents to the OHS section.
7.	SWINBURNE VALUES AND CULTURE	<ul style="list-style-type: none"> • Commit to the Swinburne Values. • Conduct work professionally while demonstrating the Swinburne Values at all times.
8.	OTHERS	<p>Any other duties as and when required by the Campus Services Executive (Facilities Services); or Manager, CS; or by an authorised personnel.</p>

SECTION C: Key Selection Criteria

Application letters and/or resumes must address the Qualifications and Knowledge / Experience / Attributes sections under the key selection criteria.

Qualifications: Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.		Essential/ Highly Desirable/ Preferable
1.	a) A Bachelor's degree in information technology (IT), business or management from a recognised institution; or b) A Diploma with minimum three (3) years relevant work experience. Fresh Bachelor degree holders in relevant discipline can be considered.	Essential
2.	A current and valid Malaysia drivers' licence.	Essential

Experience / Knowledge / Attributes: Required by the appointee to successfully perform the positions key responsibilities.		Essential/ Highly Desirable/ Preferable
1.	Computer literate with some knowledge in the application of IT in administrative systems and tasks.	Essential
2.	Proficient in using written and spoken English and Bahasa Malaysia.	Essential
3.	Demonstrated level of maturity consistent with the requirements of the position for independent work and proactive approach to complete assigned tasks.	Essential
4.	Sound understanding and appreciation of the roles and functions of the unit, operations and general security, parking and housekeeping services, in supporting the development goals of a modern university.	Highly Desirable
5.	Ability to communicate orally and in writing, to convey and elicit information effectively, and to develop cooperative working relationships with staff, students and suppliers.	Highly Desirable
6.	Demonstrated time management and organisational skills, including the ability to monitor, coordinate and follow up to meet tight deadlines.	Highly Desirable
7.	Candidates with relevant work experience will have added advantage.	High Desirable
8.	Ability to multi-task in a fast pace working environment, including some flexibility in working time and arrangements.	Preferable