

Job Description

Position Title	Officer, Faculty Administrative Services
Department	Academic Operations
Reporting To	Manager, Faculty Administrative Services
Type of Position	Full Time

POSITION DESCRIPTION

The Officer, Faculty Administrative Services (Housing & Support) assists the Assistant Manager in ensuring the effective, efficient, and timely execution of repair, maintenance, and upkeep activities across faculty housing units and common areas such as the HU Guest House and Community Center. This role plays a vital on-ground function in maintaining safe, functional, and well-kept facilities for all residents.

DUTIES AND RESPONSIBILITIES

A. Daily Maintenance Operations

- Conduct daily walkthroughs and inspections of housing units and facilities to identify maintenance needs and safety concerns.
- Perform or coordinate minor repair tasks (e.g., plumbing, carpentry, electrical, painting, fixture replacements).
- Respond to service requests and maintenance complaints from residents promptly and professionally.
- Prioritize urgent issues such as leakages, power outages, broken locks, and sanitation problems.
- Ensure completed work is documented, signed off, and communicated to residents and supervisors.
- Handle any other matters related to faculty support operations as assigned.

B. Preventive Maintenance

- Execute preventive maintenance schedules (e.g., HVAC servicing, water tank cleaning, fire safety checks, elevator inspections).
- Identify early signs of wear and tear and initiate corrective action before breakdowns occur.
- Escort and supervise external vendors/contractors during on-site work to ensure adherence to scope, quality, and safety standards.
- Coordinate timing and access for vendor work to minimize inconvenience for residents.
- Report non-compliance or poor-quality work to the Assistant Manager, Faculty Support & Housing.

C. Emergency Maintenance Response

- Serve as the first responder for maintenance emergencies during working hours and on-call duty (e.g., burst pipes, gas leaks, electrical faults).
- Escalate major issues to the Assistant Manager or Facilities Team for specialized intervention.
- Coordinate with janitorial staff to ensure cleanliness and sanitation standards.
- Report and follow up on pest control needs.
- Ensure all maintenance tasks comply with institutional safety guidelines and occupational health standards.
- Identify and report unsafe conditions or hazards affecting residents or staff.

D. Reporting and Documentation

- Maintain detailed logs, inspection checklists, and service reports.
- Submit daily or weekly reports on completed and pending tasks to the Assistant Manager/Academic Operations.
- Provide feedback and suggestions for process improvements or facility upgrades.

REQUIRED JOB SPECIFICATIONS	
Qualification	• Minimum Bachelor's degree.
Experience	• Minimum 3 years of experience in administration and operations.

REQUIRED JOB COMPETENCIES (Technical and Soft Skills)		
S.No	Competency	Criticality (High / Low / Medium)
1.	Interpersonal Skills	High
2.	Ability to manage, and work very well under pressure	High
3.	Written and verbal communications	Medium
4.	Organizational skills	Medium
5.	Needs to be able to take the initiatives	Medium