

Josephine Horton

📞 (517) 555-2846 ✉ josephine.horton@example.com 🔗 linkedin.com/example/josephinehorton 📍 Lansing, MI 48912

SUMMARY

Facilities administrative professional with four years of experience supporting campus operations, maintenance coordination, customer service, budgets, records, logistics, and regulated documentation. Current work includes administering work orders, **preventive maintenance schedules**, vendor records, fleet data, bid files, inventory, shipping, receiving, mail, laundry, and service calendars. Budget support includes reconciling expenditures, researching discrepancies, and preparing organized information for leadership review. Regulatory experience covers OSHA records, **regulated manifests**, **employee documentation**, safety files, and reporting support. Clear communication keeps employees, vendors, technicians, and campus customers informed during busy operating periods. Proficiency with Microsoft Office, word processing, database software, maintenance platforms, and electronic records supports accurate reporting and timely service. Ready to bring dependable coordination, practical problem solving, and careful follow through to **facilities operations**.

EXPERIENCE

Facilities Administrative Coordinator

July 2024 - Present

Great Lakes Technical Institute

Lansing, MI

Supports campus facilities operations through work order administration, **preventive maintenance** planning, vendor coordination, budget records, fleet services, project files, regulated documentation, and daily logistics. Provides organized information for technicians, leadership, employees, vendors, and campus customers.

- Maintained **work orders** and preventive schedules, giving technicians current service information for campus operations.
- Reconciled purchasing records against monthly reports, resolving discrepancies before budget review meetings.
- Organized OSHA, safety, employee, and regulated manifest files for compliance reporting support.
- Coordinated keys and **assignments** for 18 vehicles, recording drivers, usage, repairs, and **maintenance needs**.
- Prepared bid request files with specifications, vendor messages, schedules, and approval records for **facilities** projects.
- Managed shipping, **receiving**, campus mail, and laundry requests, resolving delivery questions with vendors.

Facilities Office Assistant

June 2022 - June 2024

Capital Campus Services

East Lansing, MI

Supported facilities administration for academic and administrative buildings through service request routing, maintenance software updates, operational reporting, records management, delivery coordination, and user guidance. Balanced urgent customer requests with recurring maintenance, documentation, and service deadlines.

- Routed service requests and urgent issues, keeping campus customers informed through timely status updates.
- Built **preventive maintenance schedules** in maintenance software, helping supervisors identify overdue completion **records**.
- Compiled spreadsheet and database data for reports covering **work orders**, **inventory**, vehicles, and expenditures.
- Maintained employee, event, **safety**, vendor, and **project files** using consistent retention and naming practices.
- Recorded incoming materials, distributed mail, and coordinated laundry pickup and return for departments.
- Trained student employees on work order entry, file retrieval, request routing, and database procedures.

PROJECTS

Campus Fleet Records Improvement 📅 2025

Created a clearer vehicle assignment and repair record process for 18 campus vehicles. Key tracking details became easier for staff to retrieve during scheduling, safety checks, and maintenance reviews.

Preventive Maintenance Reporting Workflow 📅 2024

Organized recurring maintenance schedules and completion data into a practical reporting workflow. Supervisors gained a simpler view of overdue tasks and upcoming service needs.

LEADERSHIP & AWARDS

- Recognized by facilities leadership for dependable records support during busy campus service periods.
- Received team appreciation for clear customer communication across vendors, technicians, and campus departments.
- Selected as a trusted resource for work order entry, file retrieval, and administrative workflow guidance.

EDUCATION

Associate of Applied Science in Business Administration

2022

Lansing Community College GPA: 3.5

Lansing, MI

Coursework: Office administration, business communication, accounting, database management

CERTIFICATIONS

- OSHA 10 Hour General Industry 📅 2025
- Microsoft Office Specialist 📅 2024

TECHNICAL SKILLS

- **Office Software:** Microsoft Office, Microsoft Word, Microsoft Excel
- **Database Software:** Microsoft Access, electronic databases, database records
- **Maintenance Systems:** work order platforms, preventive maintenance software, service calendars
- **Records Management:** electronic files, paper files, retention practices
- **Budget Administration:** expenditure records, account reconciliation, purchasing reports
- **Regulatory Documentation:** OSHA records, regulated manifests, annual reports
- **Fleet Administration:** vehicle assignments, driver verification, repair histories
- **Project Administration:** bid requests, project files, vendor communications
- **Campus Logistics:** shipping, receiving, mail delivery, laundry services
- **Reporting Tools:** spreadsheets, data summaries, operational reports

SKILLS

- | | | | |
|--------------------|-----------------------|-------------------------|-----------------------------|
| • Customer service | • Problem solving | • Inventory control | • Work order administration |
| • Recordkeeping | • Priority management | • Fleet coordination | • Preventive maintenance |
| • Organization | • Data analysis | • Project documentation | • Database software |
| • Communication | • Budget support | • Regulatory reporting | |

PROFESSIONAL AFFILIATIONS

- Facilities operations support contributor within campus administrative services.
- Participant in workplace safety and OSHA documentation activities.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST