

Josephine Horton

Facilities Administrative Assistant

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📍 Lansing, MI 48912

STRENGTHS

- 👥 **Service coordination**
Kept employees, vendors, and technicians informed during active service requests, and customers often returned for clear answers.
- 📁 **Records discipline**
Built orderly electronic and paper files for safety, employees, vendors, and projects, making retrieval easier during reviews.
- 📊 **Budget support**
Compared purchasing records with monthly reports and followed discrepancies until leadership received dependable figures for review.
- ⚖️ **Operational judgment**
Balanced urgent requests with scheduled work, a practical habit that kept daily facilities service moving during busy periods.
- 👤 **User guidance**
Showed new staff how to enter work orders and retrieve files, turning unfamiliar workflows into manageable daily steps.

SKILLS

Customer service Recordkeeping

Organization Communication

Problem solving

Priority management Data analysis

Budget support Inventory control

Fleet coordination

Project documentation

Regulatory reporting

Work order administration

Preventive maintenance

Database software

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

Great Lakes Technical Institute 📅 July 2024 - Present 📍 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.

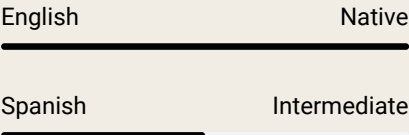
Facilities Office Assistant

Capital Campus Services 📅 June 2022 - June 2024 📍 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.

LANGUAGES



MY CAREER



- Facilities Administrative Coordinator at Great Lakes Technical Institute (2.2 Years)
- Facilities Office Assistant at Capital Campus Services (2 Years)

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
Lansing Community College 🎓 GPA: 3.5 📅 2022 📍 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

PROFESSIONAL AFFILIATIONS

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

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST