UNIVERSITY OF SOUTHERN CALIFORNIA
Operations Manager
Job Code: 111033

OT Eligible: No
Comp Approval: 7/7/2016

JOB SUMMARY:
Ensures that the department or program has effective administrative policies and procedures. Establishes short-term and long-range directional goals for department operations. Supervises at least four full-time staff or the equivalent – OR – serves as the primary administrative manager for a large school or division. Recruits, screens, hires, trains and directly supervises all assigned staff, usually through subordinate managers and supervisors. Fosters a continuous improvement and customer-oriented approach to supporting University communities. Reviews, prioritizes, analyzes and responds to correspondence and incoming calls directed to director/chair. Develops relationships with and acts as liaison between campus senior management, supervisors/managers, employees, customers, designated vendors, government agencies and trade or industry organizations. Develops and manages budgets. Participates in contract and grant proposal development when necessary. Plans and coordinates special events such as fundraisers, conferences, lectures and/or seminars.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

Ensures that the department or program has effective administrative policies and procedures. Establishes short-term and long-range directional goals for department operations. Researches and identifies needs and establishes program directions accordingly. Recommends changes in operational procedures, as necessary. Implements and ensures continuous quality improvement initiatives.

Supervises at least four full-time staff or the equivalent – OR – serves as the primary administrative manager for a large school or division. Recruits, screens, hires, trains and directly supervises all assigned staff, usually through subordinate managers and supervisors. Evaluates employee performance and provides guidance and feedback. Counsels, disciplines and/or terminates employees as required. Recommends departmental goals and objectives, including workforce planning and compensation recommendations. Reassesses or redefines priorities as appropriate in order to achieve performance objectives.

Fosters a continuous improvement and customer-oriented approach to supporting University communities, recognizing the importance of faculty, students, and administrators. Develops short and long-term plans for improving customer service.

Reviews, prioritizes, analyzes and responds to correspondence and incoming calls directed to director/chair. Serves as principal point of contact between director/chair and subordinate staff. Manages special projects for the director/chair. Acts as liaison between director/chair and sensitive, confidential or high-profile contacts outside of the department.

Develops relationships with and acts as liaison between campus senior management, supervisors/managers, employees, customers, designated vendors, government agencies and trade or industry organizations. Serves as central information resource and advises on departmental and University policies and procedures. Researches information, as requested, and relays official interpretations. Maintains currency on revisions to department, school, and/or
University policies and procedures. Serves as senior expert and consultant to senior management officials. Assists senior management in overseeing adherence to University policies and procedures and training others in administration of such policies and procedures.

Develops and manages budgets. Authorizes expenditures, monitors account reconciliation and status to ensure compliance with fiscal guidelines and regulations. Prepares financial reports as required. Analyzes data for trends or conclusions and presents results and recommendations to director/chair. Directs ongoing purchasing activities.

Participates in contract and grant proposal development when necessary. Researches and identifies funding sources. Communicates agency requirements and deadlines and develops internal schedules for tracking proposal development and response. Ensures compliance with agency requirements. Coordinates production of materials and reviews final product for quality. Interacts with University contract and grant administrators and agency representatives to provide information, resolve questions or problems and coordinates on-site visits.

Administers use of facilities, equipment and space, as well as maintenance and repair of existing facilities and equipment. Oversees and schedules maintenance of office IT and telephony systems.

Plans and coordinates special events such as fund-raisers, conferences, lectures and/or seminars. Develops promotional materials. Negotiates with vendors for sites, facilities, guest accommodations and meals, and other goods and services.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff. Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:

Essential:  

In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:

Bachelor's degree
Combined experience/education as substitute for minimum education

Minimum Experience:

5 years
Combined education/experience as substitute for minimum experience

Minimum Field of Expertise:
Experience in supervising administrative operations of multi-faceted department, preferably within a university setting.

**Skills: Other:**
- Analysis
- Assessment/evaluation
- Budget control
- Budget development
- Coaching
- Communication -- written and oral skills
- Conflict resolution
- Counseling
- Customer service
- Human resource process and employment knowledge
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Negotiation
- Organization
- Planning
- Problem identification and resolution
- Project management
- Research
- Scheduling
- Staff development
- Supervisory skills
- Teaching/training

**Skills: Machine/Equipment:**
- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier

**Supervises: Level:**
Supervises employees and/or student workers.

**Supervises: Nature of Work:**
- Administrative
- Clerical/Secretarial
- Professional/Paraprofessional

**SIGNATURES:**
Employee: ___________________________ Date: ___________________________
The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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